

FIG. 1

FIG. 2

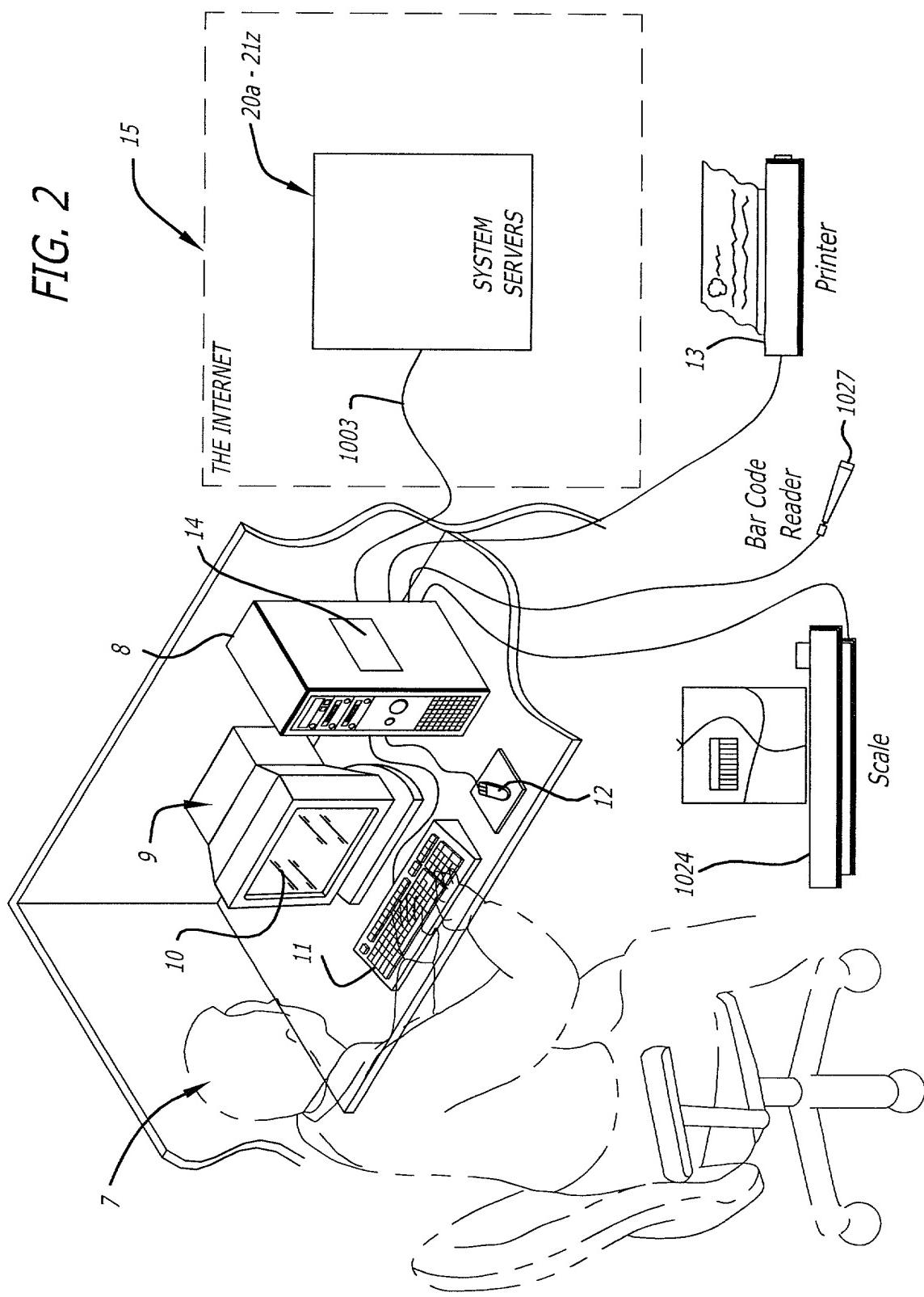
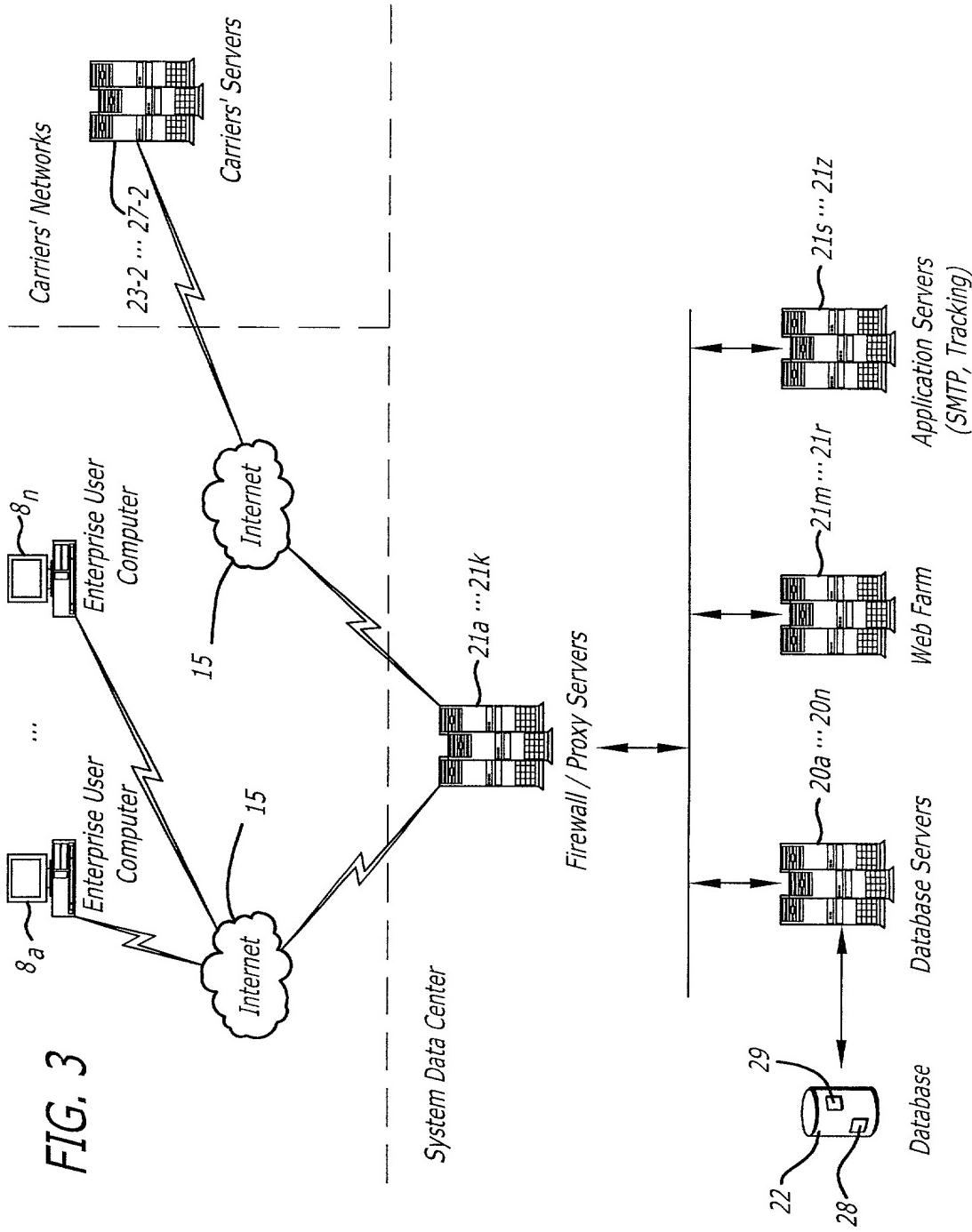


FIG. 3



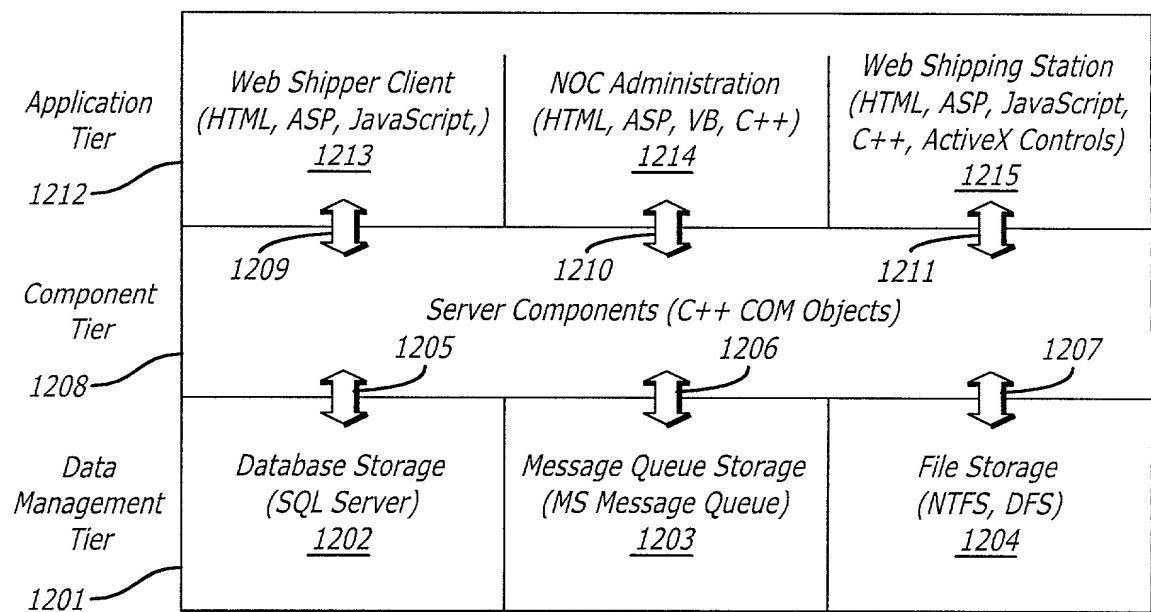


FIG. 4

REDACTED UNDER 37 C.F.R. § 1.217(d)(2)(ii)

REDACTED UNDER 37 C.F.R. § 1.217(d)(2)(ii)

REDACTED UNDER 37 C.F.R. § 1.217(d)(2)(ii)

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FIG. 6

iShip.com

Welcome to iShip.com

# Log On

Registered Users

Enter your user ID and Password then click Next. Your User ID is usually your e-mail address

User ID:

Password:

Remember my name and Password for easy log on.

Password Recovery

If you cannot remember your Password, please check your e-mail records for your [Help] Sign Up notification. If you are unable to find your notification, click [Recovery](#) and we will attempt to recover your Password.

New Users

If you would like to join iShip.com or learn more about using our shipping service, [Help] click [Register](#) or visit our [Home Page](#) and click on [How it Works](#)

Having trouble?  
Questions or comments?

Next Cancel

The screenshot shows the iShip.com login interface. At the top, there's a navigation bar with 'My iShip' and 'Help' buttons, and a sidebar with 'Home' and 'Contact Us' links. The main area has a large 'Log On' title. Below it, there are two sections: 'Registered Users' and 'New Users'. The 'Registered Users' section contains fields for 'User ID' and 'Password', and a checked 'Remember me' checkbox. It also includes a link to 'Password Recovery'. The 'New Users' section provides instructions for registration and links to the 'Home Page' and 'How it Works' sections. At the bottom, there are 'Next' and 'Cancel' buttons.

FIG. 7

**iShip.com**

② Password Recovery      My iShip      Help

# Recovery

Registered Users  
If you have forgotten your password, enter your User ID and click Next.

User ID:

Having trouble?  
Questions or comments

Next    Cancel

FIG. 8

**iShip.com**

② Password Recovery      My iShip      Help

# Recovery

Recovery Question  
Type in your answer the Recovery Question you provided us when you registered and then click Next. [Help]

Your Question: What is my childhood pet's name?

Your Answer:

I don't remember the answer to my Recovery Question

Having trouble?  
Questions or comments

Next    Cancel

FIG. 9

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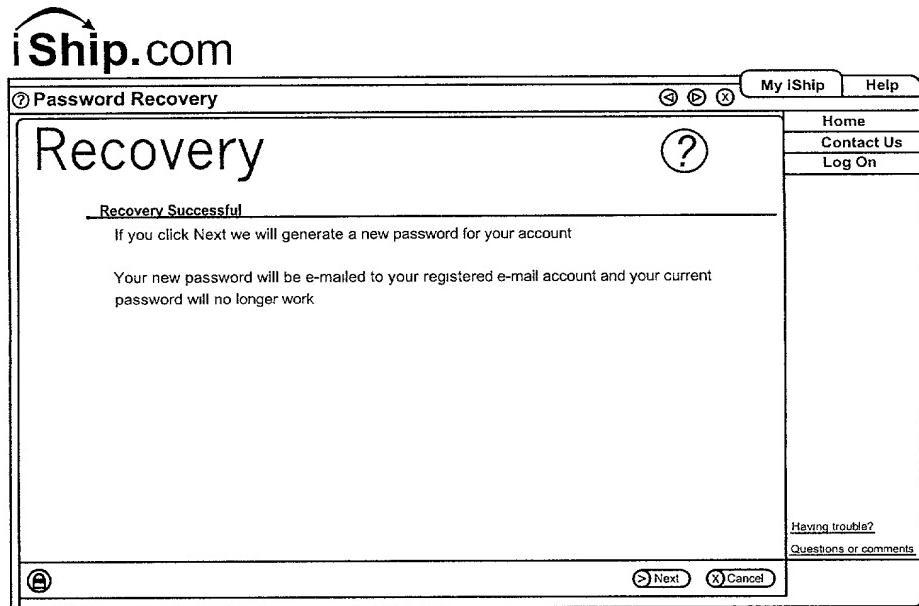


FIG. 10

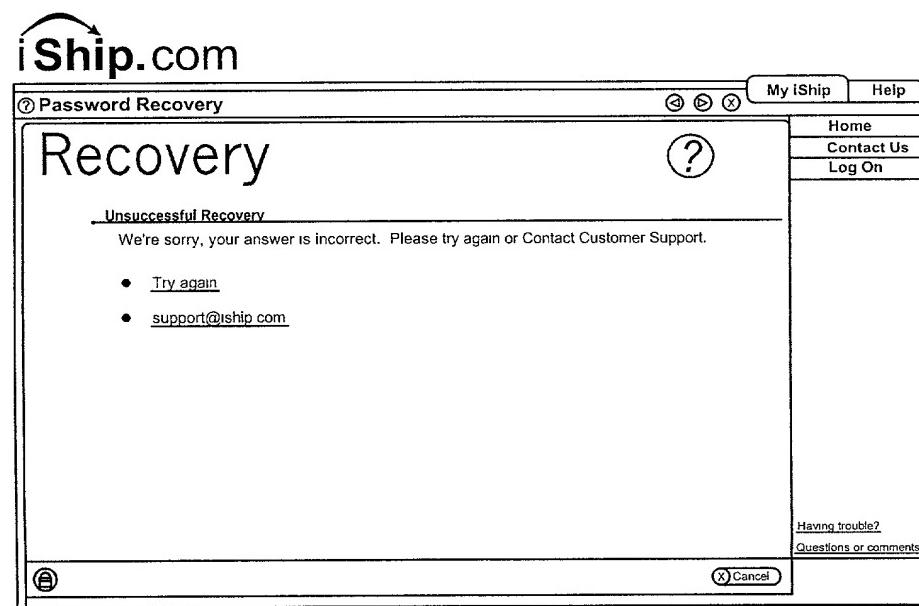


FIG. 11

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The screenshot shows the iShip.com homepage with a navigation bar at the top: My iShip, Price It, Ship It, Track It, Sell It, Help. A welcome message "Welcome Lory!" is displayed. The main content area features a "My iShip" section with the date "14 January 2000". It includes a "take a tour" link, a "contact iShip" link, and links for "What's iShip All About?", "Having trouble?", "General questions?", and "Other? go to more". There is also a link for "Want your shipping activities to be a little more automated?". A sidebar on the right lists "cool new features and enhancements" with a stack of boxes icon. Below this is a "Your Most Recent Package and Shipment Summaries" section with a table showing six recent shipments. To the right of the table is a "QuickPrice" form and a "QuickTRACK" form. At the bottom are links for "Having trouble?" and "Questions or comments".

FIG. 12

The screenshot shows the iShip.com Address Book page. The navigation bar is identical to the homepage. The main content area is titled "Address Book - Addresses" and displays a table of contacts. The table has columns for Select, Edi, Nickname, Contact Name, Company, and City/State/Zip. The "Nickname" column contains links like ACME CEO, ABalne, Allfreight, AGray, Beth, BFester, Beros, BHanna, Blaines, BSmasne, BSmith, Buckmans, CBarney, Cindy, and DDanthrop. The "Contact Name" column lists Conrad Hunter, Allen Baine, Dan Giles, Amber Gray, Elizabeth Callahan, Boris Ester, Matt and Heidi Berg, Becky Hanna, Bill and Mick Blaine, Bill Smasne, Bill Smith, Tim and Sandy Buckman, Cathy Barey, Cindy Brown, and David Danthrop. The "Company" column lists ACME, Inc., OceanStray, Allfreight Insurance, Walking Rain, This Company, Walking Rain, Walking Rain, Prosser, Spring Lake Heights, NJ, Reston, WA, Kirkland, WA, Reston, WA, Prosser, WA, Centerboro, MA, San Francisco, CA, Prosser, WA, Prosser, WA, and Internet, Inc. The "City/State/Zip" column lists Bellevue, WA 98006, Centerboro, MA 02349, Bellevue, WA 98006, Reston, WA 98050, Kirkland, WA 98034, Reston, WA 98050, Prosser, WA 99350, Spring Lake Heights, NJ 07763-0098, Reston, WA 98050, Reston, WA 98034, Reston, WA 98050, Prosser, WA 99350, Centerboro, MA 02349, San Francisco, CA 94111, Prosser, WA 99350, Prosser, WA 99350, and Ellensburg, WA 98926. A hand-drawn arrow labeled "100" points to the "Nickname" column. A sidebar on the right lists "Address Book", "Address Groups", "Saved Packages", "Setup Wizard", "Preferences", and "Log Off". At the bottom are links for "Having trouble?" and "Questions or comments".

FIG. 13

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iShip.com

My iShip | Price It | Ship It | Track It | Sell It | Help

Address Book - Edit Address

Contact and Address Information

Edit your address below and click Save. To Add an address, click Reset to clear all the fields, fill in the appropriate information, and then click Save.

Nickname:	Bester
Contact Name:	Boris Ester
Location:	None <input type="button" value="Go to Locations"/>
Company:	Walking Rain
Street:	12020 122nd Ave NE
Floor/Room:	Suite 200
Department:	
Country:	United States <input type="button" value="Look Up Zip"/>
City:	Reston
State/Province:	WA - Washington <input type="button" value="Look Up City, State"/>
ZIP/Postal Code:	98050
Telephone:	(425) 555-1133
Fax:	(425) 555-1100
E-mail Address:	bester@walkingrain.com
Address Type:	<input type="radio"/> Business <input checked="" type="radio"/> Residence
Flights of Stairs:	2
Loading Dock:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Appointment:	<input type="radio"/> Required <input checked="" type="radio"/> Not Required

Having trouble?  
Questions or comments

Reset Save Cancel

FIG. 14

iShip.com

My iShip | Price It | Ship It | Track It | Sell It | Help

Address Book - Locations

Groups

<Previous [1-15] Next>

Select	Edit	Location Name	Company	Department	City/State/Zip
<input checked="" type="checkbox"/>	[EDIT]	ACME HR	ACME, Inc.	Human Resources	Bellevue, WA 98005
<input type="checkbox"/>	[EDIT]	ACME Dev	Acme, Inc.	Development	Bellevue, WA 98005
<input type="checkbox"/>	[EDIT]	Allfreight	Allfreight Insurance	Sales	Bellevue, WA 98005
<input checked="" type="checkbox"/>	[EDIT]	CDs	Columbia Haus	Sales	New York, NY 00112
<input type="checkbox"/>	[EDIT]	Home			Prosser, WA 99350
<input type="checkbox"/>	[EDIT]	iShip	iShip.com	Engineering	Bellevue, WA 98006
<input type="checkbox"/>	[EDIT]	Ocean	OceanStray	Marketing	Centerboro, MA 02349
<input type="checkbox"/>	[EDIT]	Stamps	Stamps.com	Web Development	Santa Monica, CA 11223

Having trouble?  
Questions or comments

Delete Add Done

FIG. 15

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**○ Preferences - Summary**

This is a summary of your preferences. To change any of them click Change in the section you want to edit or click on the category name in the navigation bar on the right.																							
<b>Account Information</b> <table border="1"> <tr> <td>IShip Account Number:</td> <td>MX4457</td> <td>[ Change ]</td> </tr> <tr> <td>User Name:</td> <td>LoryK</td> <td></td> </tr> <tr> <td>Contact Info:</td> <td>Lory Krett iShip.com 3535 Factoria Blvd. SE Suite 500 Bellevue, WA 98005</td> <td>lory@iship.com (425) 602-4848</td> </tr> </table>		IShip Account Number:	MX4457	[ Change ]	User Name:	LoryK		Contact Info:	Lory Krett iShip.com 3535 Factoria Blvd. SE Suite 500 Bellevue, WA 98005	lory@iship.com (425) 602-4848													
IShip Account Number:	MX4457	[ Change ]																					
User Name:	LoryK																						
Contact Info:	Lory Krett iShip.com 3535 Factoria Blvd. SE Suite 500 Bellevue, WA 98005	lory@iship.com (425) 602-4848																					
<b>Password</b> <table border="1"> <tr> <td>Recovery Question:</td> <td>What is my childhood pet's name?</td> <td>[ Change ]</td> </tr> <tr> <td>Recovery Answer:</td> <td>Whiskers</td> <td></td> </tr> </table>		Recovery Question:	What is my childhood pet's name?	[ Change ]	Recovery Answer:	Whiskers																	
Recovery Question:	What is my childhood pet's name?	[ Change ]																					
Recovery Answer:	Whiskers																						
<b>Carrier Information</b> <table border="1"> <tr> <td>FedEx</td> <td>Account Number: 11245677</td> <td>UPS</td> <td>Account Number: 44336755</td> <td>[ Change ]</td> </tr> <tr> <td></td> <td>Pickup Time: 4:30PM</td> <td></td> <td>Pickup Time: 4:30PM</td> <td></td> </tr> <tr> <td></td> <td>Status: Arrive</td> <td></td> <td>Status: Arrive</td> <td></td> </tr> <tr> <td colspan="2">Show rates for these carriers:</td> <td>Airborne Express</td> <td>FedEx</td> <td>UPS</td> <td>UNITED STATES POSTAL SERVICE</td> <td>YELLOW</td> </tr> </table>		FedEx	Account Number: 11245677	UPS	Account Number: 44336755	[ Change ]		Pickup Time: 4:30PM		Pickup Time: 4:30PM			Status: Arrive		Status: Arrive		Show rates for these carriers:		Airborne Express	FedEx	UPS	UNITED STATES POSTAL SERVICE	YELLOW
FedEx	Account Number: 11245677	UPS	Account Number: 44336755	[ Change ]																			
	Pickup Time: 4:30PM		Pickup Time: 4:30PM																				
	Status: Arrive		Status: Arrive																				
Show rates for these carriers:		Airborne Express	FedEx	UPS	UNITED STATES POSTAL SERVICE	YELLOW																	
<b>Drop Off/Pickup Location</b> <table border="1"> <tr> <td>Default Origin ZIP Code:</td> <td>98006</td> <td>[ Change ]</td> </tr> <tr> <td colspan="3">           Airborne Express: Calling the carrier for pickup            FedEx: Scheduled pickup            UPS: Scheduled pickup            USPS: Scheduled pickup            Yellow Freight: Arranging for pickup         </td> </tr> </table>		Default Origin ZIP Code:	98006	[ Change ]	Airborne Express: Calling the carrier for pickup FedEx: Scheduled pickup UPS: Scheduled pickup USPS: Scheduled pickup Yellow Freight: Arranging for pickup																		
Default Origin ZIP Code:	98006	[ Change ]																					
Airborne Express: Calling the carrier for pickup FedEx: Scheduled pickup UPS: Scheduled pickup USPS: Scheduled pickup Yellow Freight: Arranging for pickup																							
Having trouble? <a href="#">Questions or comments</a>																							

 110  
 111  
 112  
 113  
 114

FIG. 16



**○ Preferences - Account Information**

Account Information:	IShip Account Number: <b>MX4457</b> [ Help ] User Name: <b>LoryK</b> Contact Name: <b>Lory Krett</b> Company: <b>iShip.com</b> Street: <b>3535 Factoria Blvd. SE</b> Room/Floor: <b>Suite 500</b> Department: City: <b>Bellevue</b> State: <b>WA - Washington</b> ZIP Code: <b>98006</b> Telephone: <b>(425) 602-4848</b> Fax: <b>(425) 555-1100</b> E-mail Address: <b>lory@iship.com</b>
<input type="checkbox"/> Receive shipping information updates. <input checked="" type="checkbox"/> Receive shipping notifications via e-mail <input checked="" type="checkbox"/> Remember my name and password for easy log on. <a href="#">Deactivate my account</a>	
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

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FIG. 17

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**○ Preferences - Carrier Information**

This page needs an overall explanation about what is going on with it. Click this, click that and things will behave differently in different parts of the app.

Carrier accounts:	FedEx      Account Number: 11245677 Status: Active Pickup Time: 4:30pm	[ Add Account ] [ Help ]																								
	UPS      Account Number: 4433 6755 Status: Active Pickup Time: 4:30pm																									
Default carriers and services:	Use the check boxes to select the carriers and services you would like to appear on the rate grid. To select a Preferred Carrier, click on a radio button to the right of the carrier name.																									
	<table border="1"> <tr> <td><input checked="" type="checkbox"/> Airborne Express</td> <td><input type="radio"/> Preferred</td> </tr> <tr> <td><input checked="" type="checkbox"/> FedEx</td> <td><input checked="" type="radio"/> Preferred</td> </tr> <tr> <td><input checked="" type="checkbox"/> UPS</td> <td><input type="radio"/> Preferred</td> </tr> <tr> <td><input checked="" type="checkbox"/> Next Day Air Early AM</td> <td>8:30am</td> </tr> <tr> <td><input checked="" type="checkbox"/> Next Day Air</td> <td>10:30am</td> </tr> <tr> <td><input checked="" type="checkbox"/> Next Day Air Saver</td> <td>3:00pm</td> </tr> <tr> <td><input type="checkbox"/> 2nd Next Day AM</td> <td>12:00pm</td> </tr> <tr> <td><input type="checkbox"/> 2nd Next Day</td> <td>End of Day</td> </tr> <tr> <td><input type="checkbox"/> 3rd Day Select</td> <td>End of Day</td> </tr> <tr> <td><input type="checkbox"/> Ground</td> <td>End of Day</td> </tr> <tr> <td><input checked="" type="checkbox"/> USPS</td> <td><input type="radio"/> Preferred</td> </tr> <tr> <td><input checked="" type="checkbox"/> Yellow</td> <td><input type="radio"/> Preferred</td> </tr> </table>		<input checked="" type="checkbox"/> Airborne Express	<input type="radio"/> Preferred	<input checked="" type="checkbox"/> FedEx	<input checked="" type="radio"/> Preferred	<input checked="" type="checkbox"/> UPS	<input type="radio"/> Preferred	<input checked="" type="checkbox"/> Next Day Air Early AM	8:30am	<input checked="" type="checkbox"/> Next Day Air	10:30am	<input checked="" type="checkbox"/> Next Day Air Saver	3:00pm	<input type="checkbox"/> 2nd Next Day AM	12:00pm	<input type="checkbox"/> 2nd Next Day	End of Day	<input type="checkbox"/> 3rd Day Select	End of Day	<input type="checkbox"/> Ground	End of Day	<input checked="" type="checkbox"/> USPS	<input type="radio"/> Preferred	<input checked="" type="checkbox"/> Yellow	<input type="radio"/> Preferred
<input checked="" type="checkbox"/> Airborne Express	<input type="radio"/> Preferred																									
<input checked="" type="checkbox"/> FedEx	<input checked="" type="radio"/> Preferred																									
<input checked="" type="checkbox"/> UPS	<input type="radio"/> Preferred																									
<input checked="" type="checkbox"/> Next Day Air Early AM	8:30am																									
<input checked="" type="checkbox"/> Next Day Air	10:30am																									
<input checked="" type="checkbox"/> Next Day Air Saver	3:00pm																									
<input type="checkbox"/> 2nd Next Day AM	12:00pm																									
<input type="checkbox"/> 2nd Next Day	End of Day																									
<input type="checkbox"/> 3rd Day Select	End of Day																									
<input type="checkbox"/> Ground	End of Day																									
<input checked="" type="checkbox"/> USPS	<input type="radio"/> Preferred																									
<input checked="" type="checkbox"/> Yellow	<input type="radio"/> Preferred																									
IShip supported carriers:	<input type="checkbox"/> Ship with iShip supported carriers only. [ Help ]																									
	<b>FedEx    UPS</b> <small>Explanatory text here. Something like, 'this only effects shipping, not rating'</small>																									
Rate grid highlight:	In the Rate Grid, always highlight: <input checked="" type="radio"/> Fastest Delivery      [ Help ] <input type="radio"/> Cheapest Delivery																									

[Having trouble?](#)  
[Questions or comments](#)

**(@)**

FIG. 18



**○ Preferences - Drop Off/Pickup**

Default Origin ZIP Code: 98006 **149**  
 If you usually ship from a location other than your return address, enter the ZIP code from which you usually ship here.

My Default Drop Off/Pickup Location for Each Carrier Is:	Airborne Express My location by calling the carrier for pickup	[ Help ]
	Federal Express My location through scheduled pickup	[ Help ]
	United Parcel Service (UPS) My location through scheduled pickup	[ Help ]
	United States Postal Service (USPS) My location through scheduled pickup	[ Help ]
	Yellow My location by arranging for pickup	[ Help ]

[Having trouble?](#)  
[Questions or comments](#)

**(@)**

FIG. 19

**iShip.com**

My iShip | Price It | Ship It | Track It | Sell It | Help

Preferences - Package Options

This page needs an overall explanation about what is going on with it. Click this, click that and things will behave differently in different parts of the app

The value of the contents is: I want to protect my package from carrier loss or damage	\$ <input type="text"/> 170 Most services automatically protect your package up to \$100. However, USPS Priority Mail and Parcel Post do not have automatic protection. Some USPS services have no available Loss Protection.	[ Help ]
Package Reference Number	<input type="text"/> 171 Give each package a reference number for your records	[ Help ]
Service Options.	<p><input type="checkbox"/> 172 Verbal Confirmation This option can only be used with UPS Next Day Early AM. This confirmation call will be made to the phone number you enter in phone number field in your return address.</p> <p><input type="checkbox"/> 173 E-mail Notification E-mail notification of delivery requires an e-mail address on the return address page.</p> <p><input type="checkbox"/> 174 Delivery Confirmation This option can only be used with USPS services</p> <p><input type="checkbox"/> 175 Proof of Delivery This option can only be used with UPS services. Proof of Delivery responses are sent automatically after delivery. You may also require the recipient's signature to be included in response.</p> <p><input type="checkbox"/> 176 Adult Signature Required</p> <p><input type="checkbox"/> 177 Call Tag This option can only be used with UPS Ground service.</p> <p>Merchandise Description: <input type="text"/> 178</p> <p><input type="checkbox"/> 179 Certified Mail This option can only be used with USPS Priority Mail or Parcel Post.</p> <p><input type="checkbox"/> 180 Return Receipt This option can only be used with USPS Express Mail, Certified Mail, COD, and mail insured for more than \$50.00</p>	[ Help ]
<input type="button" value="Save"/> <input type="button" value="Cancel"/>		Preferences <a href="#">My iShip Home</a> <a href="#">Address Book</a> <a href="#">Saved Packages</a> <a href="#">Setup Wizard</a> • Preferences <a href="#">Account Info</a> <a href="#">Change Password</a> <a href="#">Carrier Info</a> • Package Options <a href="#">Shipment Options</a> <a href="#">Drop Off/Pickup</a> <a href="#">Applications</a> <a href="#">Payment</a> <a href="#">Log Off</a>

FIG. 20

**iShip.com**

**Preferences - Shipment Options**

This page needs an overall explanation about what is going on with it. Click this, click that and things will behave differently in different parts of the app.

Destination Address	<input checked="" type="radio"/> Business <input type="radio"/> Residence <b>190</b> <b>191</b> <b>192</b>	My iShip   Price It   Ship It   Track It   Sell It   Help
Shipment Reference Number:	Give your shipment a reference number for your records <b>193</b>	[ Help ]
Package Reference Number	% of shipping charges and/or \$ fixed amount.	
Service Options: <b>194</b>	You will see the total of carrier shipping charges plus your handling charges.	[ Help ]
<b>195</b>	<input type="checkbox"/> Delivery Deadline If your shipment has to be delivered on a certain date, select the date below and the rate grid will reflect only that day.	[ Help ]
<b>196</b>	<b>Next Day</b> <input type="button"/>	
<b>197</b>	<input type="checkbox"/> Guaranteed Delivery When Guaranteed Delivery is selected, only services with guaranteed delivery options will be displayed on the rate grid.	[ Help ]
<b>198</b>	<input type="checkbox"/> Deliver Without Signature Checking this box authorizes FedEx to deliver your shipment without obtaining a signature	[ Help ]
<b>199</b>	<input type="checkbox"/> Set Earliest Delivery Time This option can only be used with UPS Next Day Air Early AM Time must be before 12:00pm (noon). Use of this option will void the delivery guarantee.	[ Help ]
<b>200</b>	<b>9:30am</b> <input type="button"/>	
<b>201</b>	<input type="checkbox"/> Documents Only This option is only applicable for shipments sent to international destinations	[ Help ]
<b>202</b>	<input type="checkbox"/> Non-Dutiable This option is only applicable for shipments sent to international destinations	[ Help ]
Freight Pickup	Stairs Please indicate the number of flights of stairs. <b>203</b> <b>2</b>	[ Help ]
<b>204</b>	<input type="checkbox"/> Loading Dock Select this if there is a loading dock at the pickup location.	
<b>205</b>	<input type="checkbox"/> Appointment Required Select this if an appointment is required for pickup.	
Freight Delivery.	Stairs Please indicate the number of flights of stairs. <b>206</b> <b>2</b>	[ Help ]
<b>207</b>	<input type="checkbox"/> Loading Dock Select this if there is a loading dock at the delivery location.	
<b>208</b>	<input type="checkbox"/> Appointment Required Select this if an appointment is required for delivery	
		Having trouble? <a href="#">Questions or comments</a>
<input type="button"/> Save <input type="button"/> Cancel		

FIG. 21



Preferences - Applications

	My iShip	Price It	Ship It	Track It	Sell It	Help
This page needs an overall explanation about what is going on with it. Click this, click that and things will behave differently in different parts of the app.						
Application Start Pages:	<input checked="" type="checkbox"/> Show Application Start Pages <input checked="" type="checkbox"/> Ship it <input checked="" type="checkbox"/> Price it <input checked="" type="checkbox"/> Sell it <input checked="" type="checkbox"/> Preferences					
220	<a href="#">[ Help ]</a>					
221	<input checked="" type="checkbox"/> Ship it					
222	<input checked="" type="checkbox"/> Price it					
223	<input checked="" type="checkbox"/> Sell it					
224	<input checked="" type="checkbox"/> Preferences					
Package Options:	<input checked="" type="checkbox"/> Show Advanced Package Options <small>Explanation about Advanced Package Options</small>					
225	<a href="#">[ Help ]</a>					
Log Off Message:	<input checked="" type="checkbox"/> Show Log Off Message <small>Explanation about Log Off Message</small>					
226	<a href="#">[ Help ]</a>					
Track It Options:	Display this page first in Track It <input type="button" value="Track a Package"/>					
227						
<input type="button" value="Save"/> <input type="button" value="Cancel"/>						

FIG. 22



Preferences - Payment Information

	My iShip	Price It	Ship It	Track It	Sell It	Help
Default payment type:	Short explanation about different payment types					
	<a href="#">[ Help ]</a>					
Credit card info and billing address:	Credit Card <input type="button" value="▼"/> <small>230</small>					
	<input type="checkbox"/> Credit Card					
	<a href="#">[ Help ]</a>					
	You may choose to store your credit card data here. Card Number: 1234 5678 9101 2345 <input type="button" value="▼"/> <small>231</small>					
232	<input type="checkbox"/> Card Number					
	Expires: 02 <input type="button" value="▼"/> 2002 <input type="button" value="▼"/> <small>233</small>					
	<input type="checkbox"/> Expires					
	First Name: Lory <input type="button" value="▼"/> <small>234</small>					
	<input type="checkbox"/> First Name					
	Last Name: Krett <input type="button" value="▼"/> <small>235</small>					
	<input type="checkbox"/> Last Name					
	E-mail Address: lory@iship.com <input type="button" value="▼"/> <small>236</small>					
	<input type="checkbox"/> E-mail Address					
	Company: iShip.com <input type="button" value="▼"/> <small>237</small>					
	<input type="checkbox"/> Company					
	Street: 3535 Factoria Blvd. SE <input type="button" value="▼"/> <small>238</small>					
	<input type="checkbox"/> Street					
	City: Bellevue <input type="button" value="▼"/> <small>239</small>					
	<input type="checkbox"/> City					
	State: WA - Washington <input type="button" value="▼"/> <small>240</small>					
	<input type="checkbox"/> State					
	ZIP Code: 98006 <input type="button" value="▼"/> <small>241</small>					
	<input type="checkbox"/> ZIP Code					
	Telephone: (425) 602-4848 <input type="button" value="▼"/> <small>242</small>					
	<input type="checkbox"/> Telephone					
	<input type="checkbox"/> DISCOVER <input type="checkbox"/> MASTERCARD <input type="checkbox"/> VISA					
	<small>By shipping your package with iShip.com you agree to all Terms of Service specified by iShip.com or the carriers on any applicable bill of lading or service guide.</small>					
<input type="button" value="Save"/> <input type="button" value="Cancel"/>						

FIG. 23

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This is a summary of your pricing defaults you set in your preferences. To change any of them click Change in the section you want to edit or click Next and you will be guided through the steps.

**Shipment Information**

Origin: iShip.com  
Bellevue, WA 98006 No. of Packages: 1 [Change]  
All the same? Yes

Destination: The Moon's  
Prosser, WA 99350  
United States  
Residence

**Package Information**

Details: 2lb 3oz  
10" x 12" x 8"  
My own packaging  
Loss Protection, \$150 [Change]

**Shipping Options**

Ship Date: 02/17/00 Today [Change]  
Delivery Deadline: 3 Days  
Drop Off Location: My location, scheduled

**Shipping Charges**

Service:	UPS Ground	\$ 5.55
Service Options:		\$ .56
Total:		\$ 6.57

[Ship It] [Next] [Cancel]

FIG. 24



Shipping ORIGIN: 149 ZIP Code: 98006 98125, for example [Drop Off Locator]

NOTE: iShip.com currently supports packages shipped from U.S. only.

Shipping DESTINATION: 261 Nickname: 260 Address Book [Help] 281

Country: United States [Help] 290

City: [Select One] 263 [Look up ZIP] 265 [Look up City, State] 267

State: [Select One] 190 Business 191 Residence

ZIP Code: 266 [Help] 270 [Help] 271 [Help]

The Delivery address for my shipment is a: 272 [Help]

Number of packages in my shipment: 273 [Help]

All the package in my shipment are the same: Yes 274 No 275 [Help]

Package 1 of 4

Package #1 weights: 4 lbs 2 oz 276 [Help]

Include the weight of all packing materials. You may use a weight estimate for shipments that weigh more than 150 pounds. [Help]

I am using the following packaging: 277 [Help]

More options: 278 [Help]

Advanced Package Options 280 [Help]

[Show Rates] [Save] [Back] [Next] [Cancel]

FIG. 25

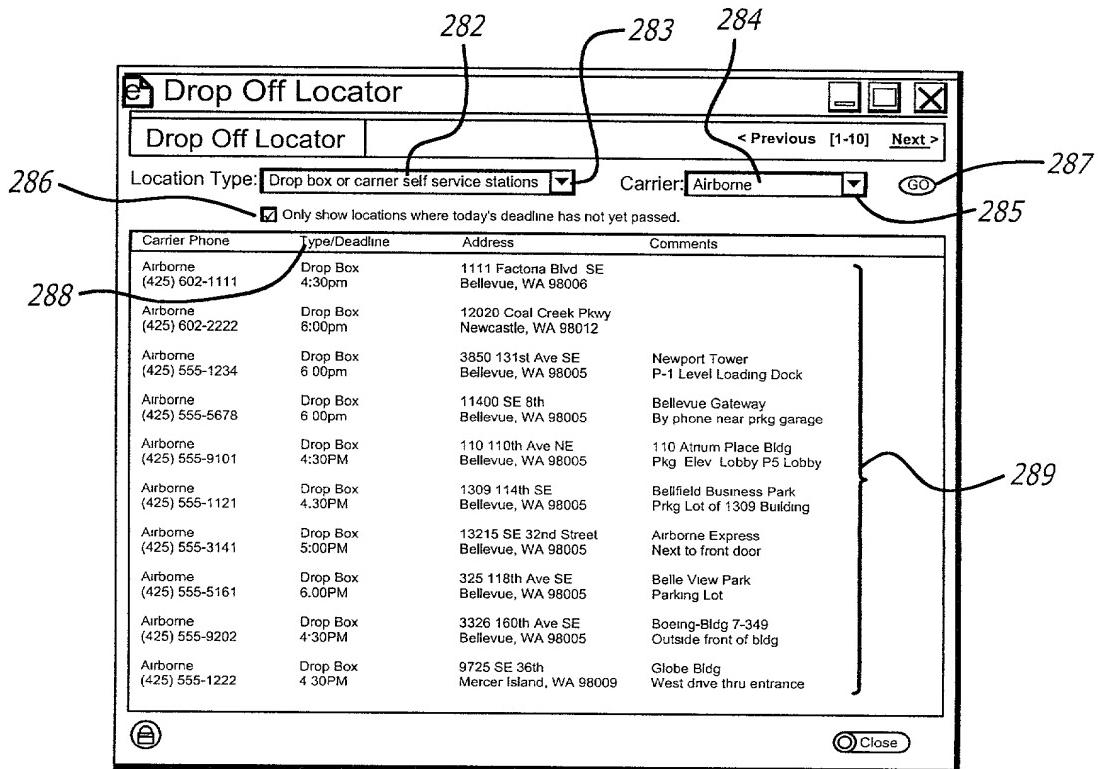


FIG. 26

19/61

iShip.com

1 | Shipping Addresses      My iShip      Price It      Ship it      Track It      Sell it      Help

Return address:  
[ Change ]  
**292**

Lory Krett  
iShip.com  
3535 Factoria Blvd SE  
Floor 5  
Bellevue, WA 98006  
(425) 602-4848  
lory@iship.com

Destination address:  
**293**

Nickname: BEster      [ Help ]  
Contact Name: Boris Ester      Address Book  
Company: Walking Rain  
Street: 12020 122nd Ave. NE  
Floor/Room: Suite 200  
Department:  
Country: United States  
City: Ellensburg  
State/Province: WA - Washington      Look up ZIP  
ZIP/Postal Code: 98926-9988      Look up City, State  
Telephone: (425) 555-1133  
Fax: (425) 555-1100  
E-mail Address: bester@walkingrain.com      **293-1**  
Address Type:  Business       Residence  
**293-2**      Add this address to my Address Book.

E-mail notification:  
If you provide an E-mail Address, we will notify the recipient and up to two others that a package has been sent. You can include a brief message to be sent with the E-mail.      [ Help ]

**294**

Name:      E-mail address:  
#1 John Jadwin      johnj025@ishis\_email.com  
#2 Sarah Lewis      sarah01@email.com

**295**

Message:  
**295**

Package information:  
**296**

Description:      Browse      [ Help ]  
**297**

Reference No.:      **298**

Having trouble?  
Questions or comments

Show Rates      Save      Back      Next      Cancel

FIG. 27

20/61

**iShip.com**

[My iShip](#) [Price it](#) [Ship It](#) [Track It](#) [Sell It](#) [Help](#)

**○ Payment**

**Confirm your shipment:**

Service: UPS Ground	\$ 6.30	Shipment: 2lb 3oz 10" x 12" x 8" Loss protection, \$150
Service Options:	\$ .35	
Total:	\$ 7.32	

**Destination address:**

Return Address: Jim Ship  
iShip.com  
3535 Factoria Blvd SE  
Floor 5  
Bellevue WA 98006  
jms@iship.com  
(425) 602-4848

Return Address: Diane Moon  
Mfine Fruit  
12020 101st Ave NE  
Ellensburg WA 98926  
United States  
(509) 555-9728

Note: To modify your shipment, click the Back button or the corresponding link in the navigation bar

**Payment type:**  299-1

**Third Party billing address:** 299-2

299-3

Carrier Account No.: 1234 5678 9101 2345

Contact Name: Lory E. Krett

Company: iShip.com

Address: 3535 Factoria Blvd SE

Room/Floor: Floor 5

Department:

City: Bellevue

State/Province: WA - Washington

Zip/Postal Code: 98006

Telephone: (425) 602-4848

By shipping your package with iShip.com you agree to all [Terms of Service](#) specified by iShip.com and UPS

When you click finish, the above UPS account will be charged \$7.32.

[Having trouble?](#)  
[Questions or comments](#)

[Back](#) [Finish](#) [Cancel](#)

FIG. 28

4380 *Merchant Logo*

4382 *Merchant Main Menu Choices*

*Your Order History*

4381 *Merchant SubMenu Selections*

*Click on an order to view the order summary.*

4400 *Shipped Orders:*

	<i>Order #</i>	<i>Order Date</i>	<i>Status</i>
4401-1	<u>002-0152586-5576810</u>	July 19, 1999	All items shipped
4401-2	<u>002-2212571-6739814</u>	March 28, 1999	All items shipped
4401-3	<u>002-9739895-6708638</u>	January 30, 1999	All items shipped
4401-4	<u>002-1894644-6936263</u>	January 14, 1999	All items shipped
4401-5	<u>002-7643906-5558259</u>	December 14, 1998	All items shipped
4401-6	<u>002-6790950-3739847</u>	October 29, 1998	All items shipped
4401-7	<u>002-3632396-2353407</u>	April 13, 1998	All items shipped

[Return to Account Maintenance Main Page](#)

FIG. 29

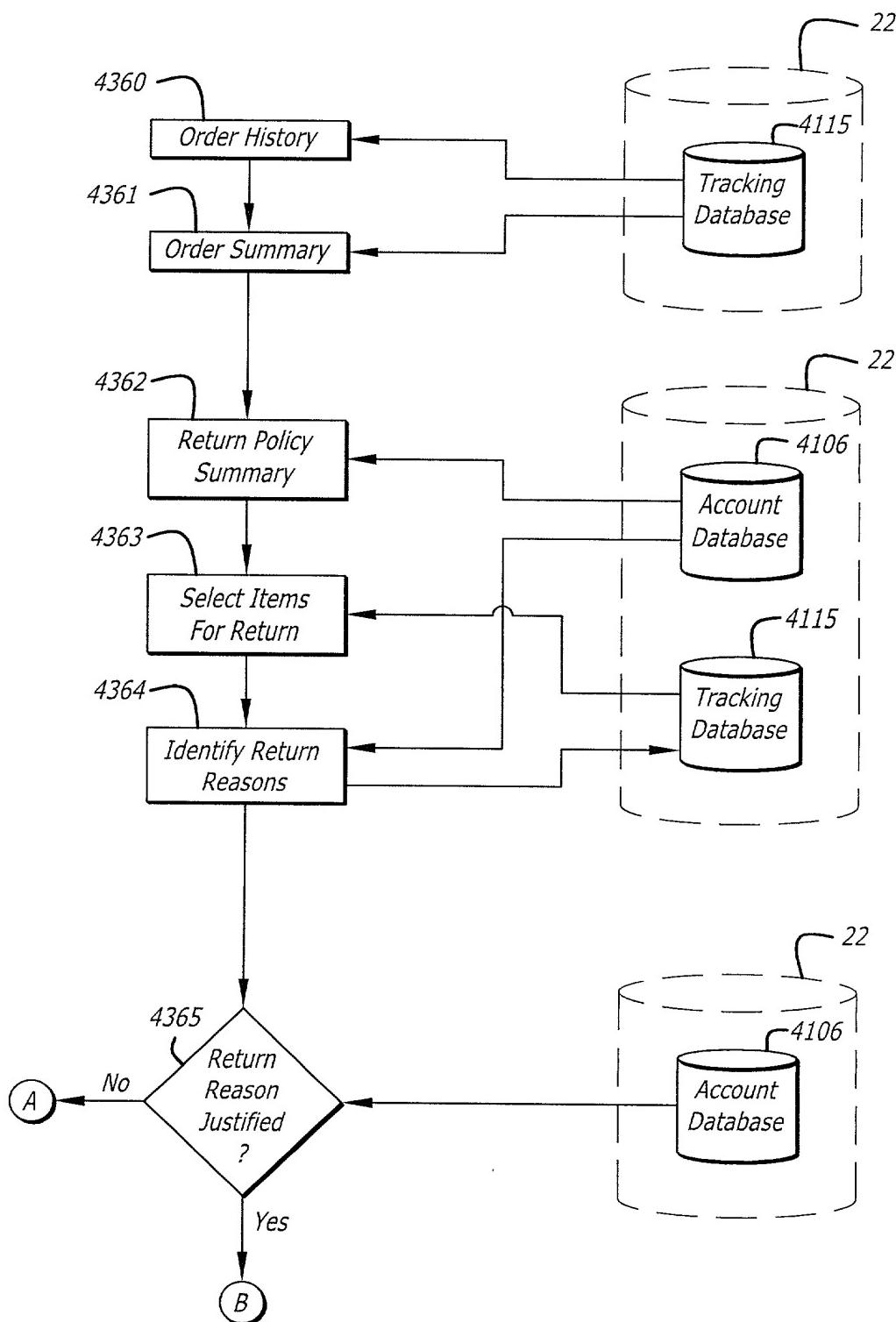


FIG. 30a

PCT/US2003/033333

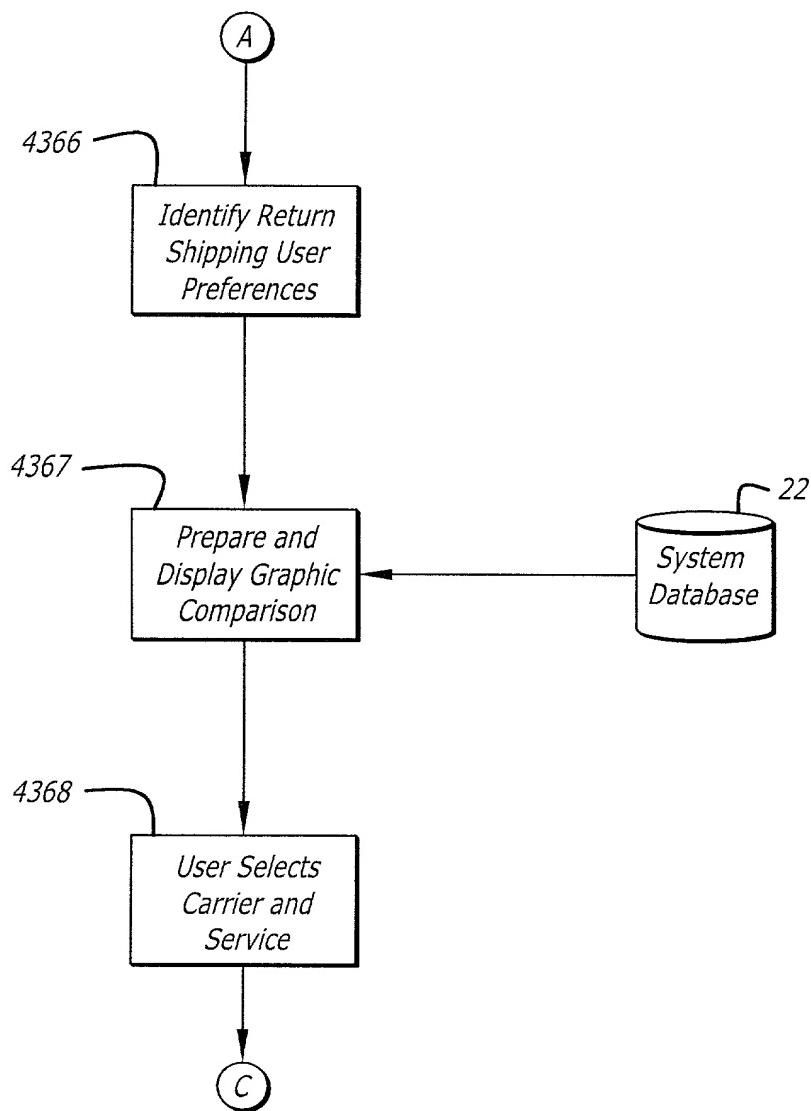


FIG. 30b

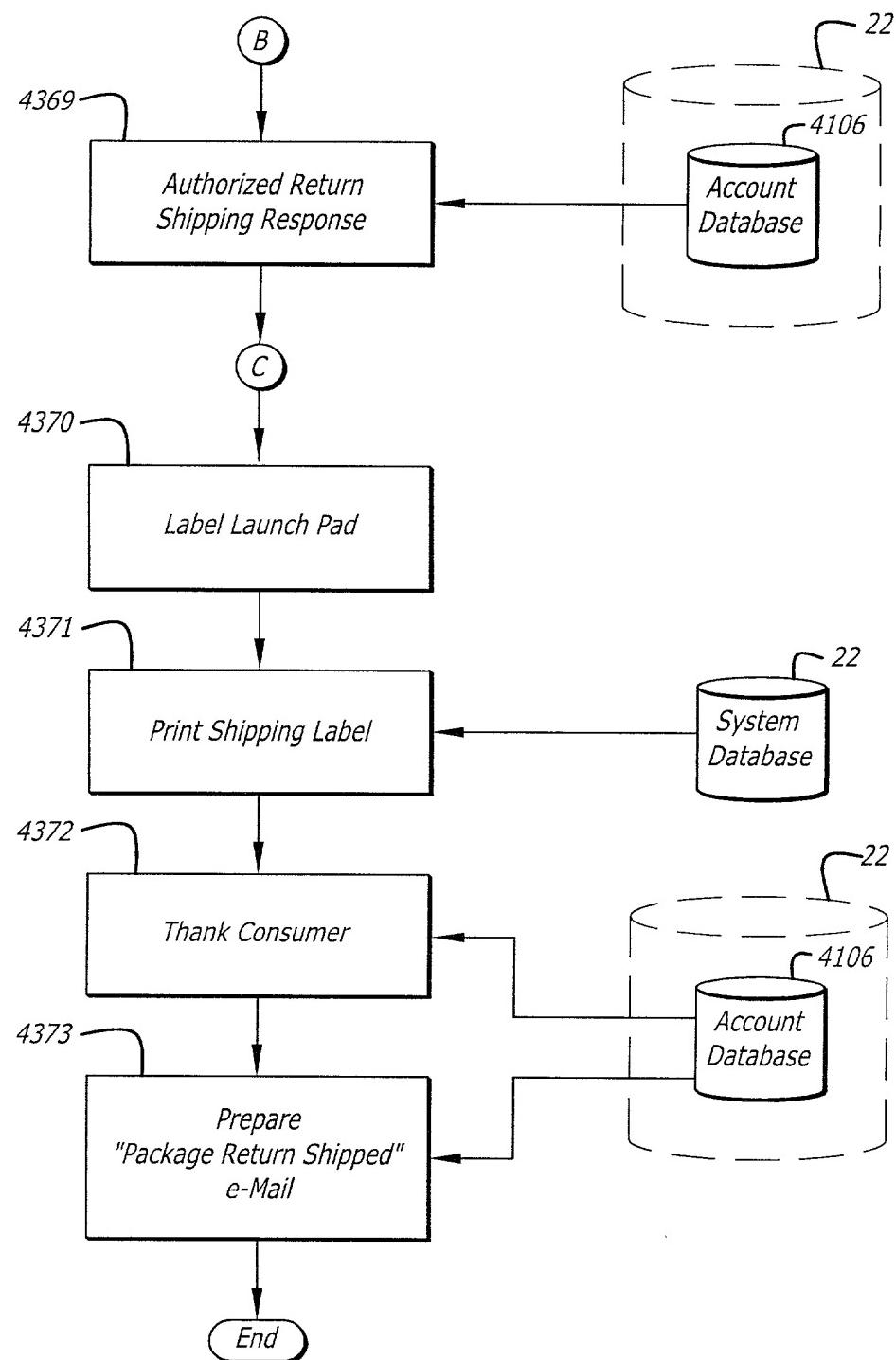


FIG. 30c

<b>Merchant Logo</b>																																											
<b>Merchant Main Menu Choices</b>																																											
<table border="0"> <tr> <td><b>Order Summary</b></td> <td><b>4401-1</b></td> <td><a href="#">Return to Your Order History</a></td> </tr> <tr> <td><b>Order #:</b></td> <td colspan="2">002-0152586-5576810</td> </tr> <tr> <td><b>Date:</b></td> <td colspan="2">July 19, 1999 at 09:58 AM PDT</td> </tr> <tr> <td><b>Status:</b></td> <td colspan="2">All items shipped</td> </tr> <tr> <td><b>Shipping Address:</b></td> <td colspan="2">           Scott J. Bean            iShip.com            2515 - 140th Ave NE Suite E-110            Bellevue, WA 98005 USA            425 602 5022         </td> </tr> </table> <p><b>Merchant</b></p>	<b>Order Summary</b>	<b>4401-1</b>	<a href="#">Return to Your Order History</a>	<b>Order #:</b>	002-0152586-5576810		<b>Date:</b>	July 19, 1999 at 09:58 AM PDT		<b>Status:</b>	All items shipped		<b>Shipping Address:</b>	Scott J. Bean iShip.com 2515 - 140th Ave NE Suite E-110 Bellevue, WA 98005 USA 425 602 5022																													
<b>Order Summary</b>	<b>4401-1</b>	<a href="#">Return to Your Order History</a>																																									
<b>Order #:</b>	002-0152586-5576810																																										
<b>Date:</b>	July 19, 1999 at 09:58 AM PDT																																										
<b>Status:</b>	All items shipped																																										
<b>Shipping Address:</b>	Scott J. Bean iShip.com 2515 - 140th Ave NE Suite E-110 Bellevue, WA 98005 USA 425 602 5022																																										
<table border="0"> <tr> <td><b>SubMenu</b></td> <td><b>Ship Method:</b></td> <td><b>Number of Shipments:</b></td> <td><b>Payment Method:</b></td> </tr> <tr> <td></td> <td>Standard Shipping</td> <td>One shipment when complete order is ready</td> <td>VISA Last 5 digits. 26781</td> </tr> </table> <p><b>Selections</b></p>	<b>SubMenu</b>	<b>Ship Method:</b>	<b>Number of Shipments:</b>	<b>Payment Method:</b>		Standard Shipping	One shipment when complete order is ready	VISA Last 5 digits. 26781																																			
<b>SubMenu</b>	<b>Ship Method:</b>	<b>Number of Shipments:</b>	<b>Payment Method:</b>																																								
	Standard Shipping	One shipment when complete order is ready	VISA Last 5 digits. 26781																																								
<table border="0"> <tr> <td><b>Items Ordered:</b></td> <td colspan="3"></td> </tr> <tr> <td><b>4404-1</b></td> <td colspan="3">           1 of: <u>Permission Marketing: Turning Strangers Into Friends and Friends Into Customers</u> [Audio Cassette]            By: Seth Godin(Reader)            1 shipped on Jul. 19, 1999 via US Priority.         </td> </tr> <tr> <td><b>4404-2</b></td> <td colspan="3">           1 of: <u>Yeah, It's That Easy [ECDS]</u> [Audio CD]            By: G. Love &amp; Special Sauce            1 shipped on Jul. 20, 1999 via US First Class         </td> </tr> <tr> <td><b>4404-3</b></td> <td colspan="3">           1 of: <u>For Those About To Rock We Salute You [ORIGINAL RECORDING REMASTERED]</u> [Audio CD]            By: AC.DC            1 shipped on Jul. 19, 1999 via US Priority.         </td> </tr> <tr> <td><b>4404-4</b></td> <td colspan="3">           1 of: <u>Odelay</u> [Audio CD]            By: Beck            1 shipped on Jul. 19, 1999 via US Priority         </td> </tr> <tr> <td><b>4404-5</b></td> <td colspan="3">           1 of: <u>Natty Dread</u> [Audio CD]            By: Charlie Hunter Quartet            1 shipped on Jul. 19, 1999 via US Priority         </td> </tr> <tr> <td><b>4404-6</b></td> <td colspan="3">           1 of: <u>Duo</u> [Audio CD]            By: Charlie Hunter, Leon Parker            1 shipped on Jul. 19, 1999 via US Priority         </td> </tr> <tr> <td><b>4404-7</b></td> <td colspan="3">           1 of: <u>RCA WSP150 900MHz Wireless Speakers</u> [Electronics]            By: RCA            1 shipped on Jul. 20, 1999 via UPS Ground  <u>Track your package with iShip.com</u> </td> </tr> <tr> <td><b>4405</b></td> <td colspan="3">           Item(s) Subtotal: \$227.80            Shipping &amp; Handling \$19.56            Total Before Tax: \$247.36            Tax: \$21.29  <b>TOTAL:</b> \$268.65         </td> </tr> <tr> <td><b>4406</b></td> <td colspan="3"> <a href="#">Return to Your Order History</a> </td> </tr> </table>				<b>Items Ordered:</b>				<b>4404-1</b>	1 of: <u>Permission Marketing: Turning Strangers Into Friends and Friends Into Customers</u> [Audio Cassette] By: Seth Godin(Reader) 1 shipped on Jul. 19, 1999 via US Priority.			<b>4404-2</b>	1 of: <u>Yeah, It's That Easy [ECDS]</u> [Audio CD] By: G. Love & Special Sauce 1 shipped on Jul. 20, 1999 via US First Class			<b>4404-3</b>	1 of: <u>For Those About To Rock We Salute You [ORIGINAL RECORDING REMASTERED]</u> [Audio CD] By: AC.DC 1 shipped on Jul. 19, 1999 via US Priority.			<b>4404-4</b>	1 of: <u>Odelay</u> [Audio CD] By: Beck 1 shipped on Jul. 19, 1999 via US Priority			<b>4404-5</b>	1 of: <u>Natty Dread</u> [Audio CD] By: Charlie Hunter Quartet 1 shipped on Jul. 19, 1999 via US Priority			<b>4404-6</b>	1 of: <u>Duo</u> [Audio CD] By: Charlie Hunter, Leon Parker 1 shipped on Jul. 19, 1999 via US Priority			<b>4404-7</b>	1 of: <u>RCA WSP150 900MHz Wireless Speakers</u> [Electronics] By: RCA 1 shipped on Jul. 20, 1999 via UPS Ground <u>Track your package with iShip.com</u>			<b>4405</b>	Item(s) Subtotal: \$227.80 Shipping & Handling \$19.56 Total Before Tax: \$247.36 Tax: \$21.29 <b>TOTAL:</b> \$268.65			<b>4406</b>	<a href="#">Return to Your Order History</a>		
<b>Items Ordered:</b>																																											
<b>4404-1</b>	1 of: <u>Permission Marketing: Turning Strangers Into Friends and Friends Into Customers</u> [Audio Cassette] By: Seth Godin(Reader) 1 shipped on Jul. 19, 1999 via US Priority.																																										
<b>4404-2</b>	1 of: <u>Yeah, It's That Easy [ECDS]</u> [Audio CD] By: G. Love & Special Sauce 1 shipped on Jul. 20, 1999 via US First Class																																										
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<b>4405</b>	Item(s) Subtotal: \$227.80 Shipping & Handling \$19.56 Total Before Tax: \$247.36 Tax: \$21.29 <b>TOTAL:</b> \$268.65																																										
<b>4406</b>	<a href="#">Return to Your Order History</a>																																										
<a href="#">Top of Page</a>																																											

FIG. 31

*Merchant Logo*

**Merchant Main Menu Choices**

<b>Merchant</b> <b>SubMenu</b> <b>Selections</b>	<div style="border-bottom: 1px solid black; padding-bottom: 5px;"> <p><b>Returns Service</b></p> <p>Within 30 days of receipt of your shipment, you may return:</p> <ul style="list-style-type: none"> <li>• Any book in original condition.</li> <li>• Any unopened CD, DVD, VHS tape, or software.</li> <li>• Any electronics merchandise or toy in new condition with its original packaging and accessories.</li> </ul> <p>We will issue a full refund for the price of any item that meets these conditions. We only refund shipping costs if the item is a result of our error.</p> </div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;"> <p><b>Order #:</b> 002-0152586-5576810 — <b>4401-1</b></p> <p><b>Date:</b> July 19, 1999 at 09 58 AM PDT</p> <p><b>Status:</b> All items shipped</p> </div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;"> <p><b>Select the items you would like to return:</b></p> <table border="0" style="width: 100%;"> <thead> <tr> <th style="width: 15%;"></th> <th style="width: 65%;"></th> <th style="width: 10%; text-align: right;">Price:</th> </tr> </thead> <tbody> <tr> <td>4421-1 <input type="checkbox"/></td> <td>1 of <u>Permission Marketing: Turning Strangers Into Friends and Friends Into Customers</u> [Audio Cassette] By: Seth Godin(Reader) 1 shipped on Jul 19, 1999 via US Priority.</td> <td style="text-align: right;">} 4404-1 \$14.40</td> </tr> <tr> <td>4421-2 <input type="checkbox"/></td> <td>1 of <u>Yeah, It's That Easy [ECDS]</u> [Audio CD] By: G Love &amp; Special Sauce 1 shipped on Jul 20, 1999 via US First Class</td> <td style="text-align: right;">} 4404-2 \$12.99</td> </tr> <tr> <td>4421-3 <input type="checkbox"/></td> <td>1 of <u>For Those About To Rock We Salute You [ORIGINAL RECORDING REMASTERED]</u> [Audio CD] By: AC.DC 1 shipped on Jul. 19, 1999 via US Priority.</td> <td style="text-align: right;">} 4404-3 \$11.49</td> </tr> <tr> <td>4421-4 <input type="checkbox"/></td> <td>1 of <u>Odelay</u> [Audio CD] By: Beck 1 shipped on Jul. 19, 1999 via US Priority</td> <td style="text-align: right;">} 4404-4 \$12.99</td> </tr> <tr> <td>4421-5 <input type="checkbox"/></td> <td>1 of <u>Natty Dread</u> [Audio CD] By: Charlie Hunter Quartet 1 shipped on Jul 19, 1999 via US Priority</td> <td style="text-align: right;">} 4404-5 \$12.99</td> </tr> <tr> <td>4421-6 <input type="checkbox"/></td> <td>1 of <u>Duo</u> [Audio CD] By: Charlie Hunter, Leon Parker 1 shipped on Jul 19, 1999 via US Priority</td> <td style="text-align: right;">} 4404-6 \$12.99</td> </tr> <tr> <td>4421-7 <input checked="" type="checkbox"/></td> <td>1 of <u>RCA WSP150 900MHz Wireless Speakers</u> [Electronics] By: RCA 1 shipped on Jul. 20, 1999 via UPS Ground <u>Track your package</u> with iShip.com</td> <td style="text-align: right;">} 4404-7 \$149.95</td> </tr> </tbody> </table> </div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;"> <table border="0" style="width: 100%;"> <tr> <td style="width: 70%; text-align: right; vertical-align: bottom;"> <input type="button" value="4405"/> </td> <td style="width: 30%; text-align: right; vertical-align: bottom;">         Item(s) Subtotal: \$227.80          Shipping &amp; Handling \$19.56            Total Before Tax \$247.36          Tax \$21.29            TOTAL \$268.65       </td> </tr> </table> </div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;"> <p><b>4406</b>      <b>Next Step &gt;&gt;</b>      <b>4422</b></p> </div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;"> <p><a href="#">Return to Your Order History</a></p> </div> <div style="text-align: right;"> <p><a href="#">Top of Page</a></p> </div>			Price:	4421-1 <input type="checkbox"/>	1 of <u>Permission Marketing: Turning Strangers Into Friends and Friends Into Customers</u> [Audio Cassette] By: Seth Godin(Reader) 1 shipped on Jul 19, 1999 via US Priority.	} 4404-1 \$14.40	4421-2 <input type="checkbox"/>	1 of <u>Yeah, It's That Easy [ECDS]</u> [Audio CD] By: G Love & Special Sauce 1 shipped on Jul 20, 1999 via US First Class	} 4404-2 \$12.99	4421-3 <input type="checkbox"/>	1 of <u>For Those About To Rock We Salute You [ORIGINAL RECORDING REMASTERED]</u> [Audio CD] By: AC.DC 1 shipped on Jul. 19, 1999 via US Priority.	} 4404-3 \$11.49	4421-4 <input type="checkbox"/>	1 of <u>Odelay</u> [Audio CD] By: Beck 1 shipped on Jul. 19, 1999 via US Priority	} 4404-4 \$12.99	4421-5 <input type="checkbox"/>	1 of <u>Natty Dread</u> [Audio CD] By: Charlie Hunter Quartet 1 shipped on Jul 19, 1999 via US Priority	} 4404-5 \$12.99	4421-6 <input type="checkbox"/>	1 of <u>Duo</u> [Audio CD] By: Charlie Hunter, Leon Parker 1 shipped on Jul 19, 1999 via US Priority	} 4404-6 \$12.99	4421-7 <input checked="" type="checkbox"/>	1 of <u>RCA WSP150 900MHz Wireless Speakers</u> [Electronics] By: RCA 1 shipped on Jul. 20, 1999 via UPS Ground <u>Track your package</u> with iShip.com	} 4404-7 \$149.95	<input type="button" value="4405"/>	Item(s) Subtotal: \$227.80 Shipping & Handling \$19.56  Total Before Tax \$247.36 Tax \$21.29  TOTAL \$268.65
		Price:																									
4421-1 <input type="checkbox"/>	1 of <u>Permission Marketing: Turning Strangers Into Friends and Friends Into Customers</u> [Audio Cassette] By: Seth Godin(Reader) 1 shipped on Jul 19, 1999 via US Priority.	} 4404-1 \$14.40																									
4421-2 <input type="checkbox"/>	1 of <u>Yeah, It's That Easy [ECDS]</u> [Audio CD] By: G Love & Special Sauce 1 shipped on Jul 20, 1999 via US First Class	} 4404-2 \$12.99																									
4421-3 <input type="checkbox"/>	1 of <u>For Those About To Rock We Salute You [ORIGINAL RECORDING REMASTERED]</u> [Audio CD] By: AC.DC 1 shipped on Jul. 19, 1999 via US Priority.	} 4404-3 \$11.49																									
4421-4 <input type="checkbox"/>	1 of <u>Odelay</u> [Audio CD] By: Beck 1 shipped on Jul. 19, 1999 via US Priority	} 4404-4 \$12.99																									
4421-5 <input type="checkbox"/>	1 of <u>Natty Dread</u> [Audio CD] By: Charlie Hunter Quartet 1 shipped on Jul 19, 1999 via US Priority	} 4404-5 \$12.99																									
4421-6 <input type="checkbox"/>	1 of <u>Duo</u> [Audio CD] By: Charlie Hunter, Leon Parker 1 shipped on Jul 19, 1999 via US Priority	} 4404-6 \$12.99																									
4421-7 <input checked="" type="checkbox"/>	1 of <u>RCA WSP150 900MHz Wireless Speakers</u> [Electronics] By: RCA 1 shipped on Jul. 20, 1999 via UPS Ground <u>Track your package</u> with iShip.com	} 4404-7 \$149.95																									
<input type="button" value="4405"/>	Item(s) Subtotal: \$227.80 Shipping & Handling \$19.56  Total Before Tax \$247.36 Tax \$21.29  TOTAL \$268.65																										

**FIG. 32**

MerchantSite.com	Returns Manager	Log Out	Help	iShip.com
<b>Merchant Logo</b>			 Your Internet Package Shipper User: John Smith	
<p><i>Standard Policy</i></p> <p>Use this page to create and edit a consistent, automated returns policy for your online store. This is the general policy for the entire store - to configure exceptions to the policy at the category or item level, <a href="#">click here</a>.</p> <p><b>Policy Overview Statement</b></p> <p>Summarize your store's overall returns policy. This text will appear at the beginning of the customer's returns process, and is an overview of the returns logic you will build. Best to keep it brief. Use HTML to format the text if you wish.</p> <p>4160-1 &lt;B&gt; Within 30 days of receipt of your shipment&lt;/B&gt;, you may return:    4160-3 &lt;UL&gt;    Any apparel, lawn &amp; garden equipment, furniture, or books in original condition.    Any unopened CD, DVD, VHS tape, or software.    Any electronics merchandise or toy in new condition with its original packaging and accessories.    &lt;/UL&gt;    4160-2 We are unable to refund returned pharmaceuticals or food.    With few exceptions, we issue a &lt;b&gt;full refund&lt;/b&gt; for the price of an item that meets these conditions. We only refund shipping costs if the item is a result of our error.</p> <p>4160 4161-1 4161-2</p> <p>4162 Preview</p> <p>4167 Return Window</p> <p>4163 Customer may return items for: 4165    4164 30 from Receipt of Shipment 4166</p> <p>4168 Refund Method</p> <p>Customer may return items for:    4169 Refund    4170 Store Credit Only    4171 Choice of Refund or Store Credit</p> <p>4172 Refund Amount</p> <p>Refund amount will include:    4173 Price of Item    4174 Tax on Item    4175 Original Shipping Charge    4176 Cancel    4177 Save</p>				

FIG. 33

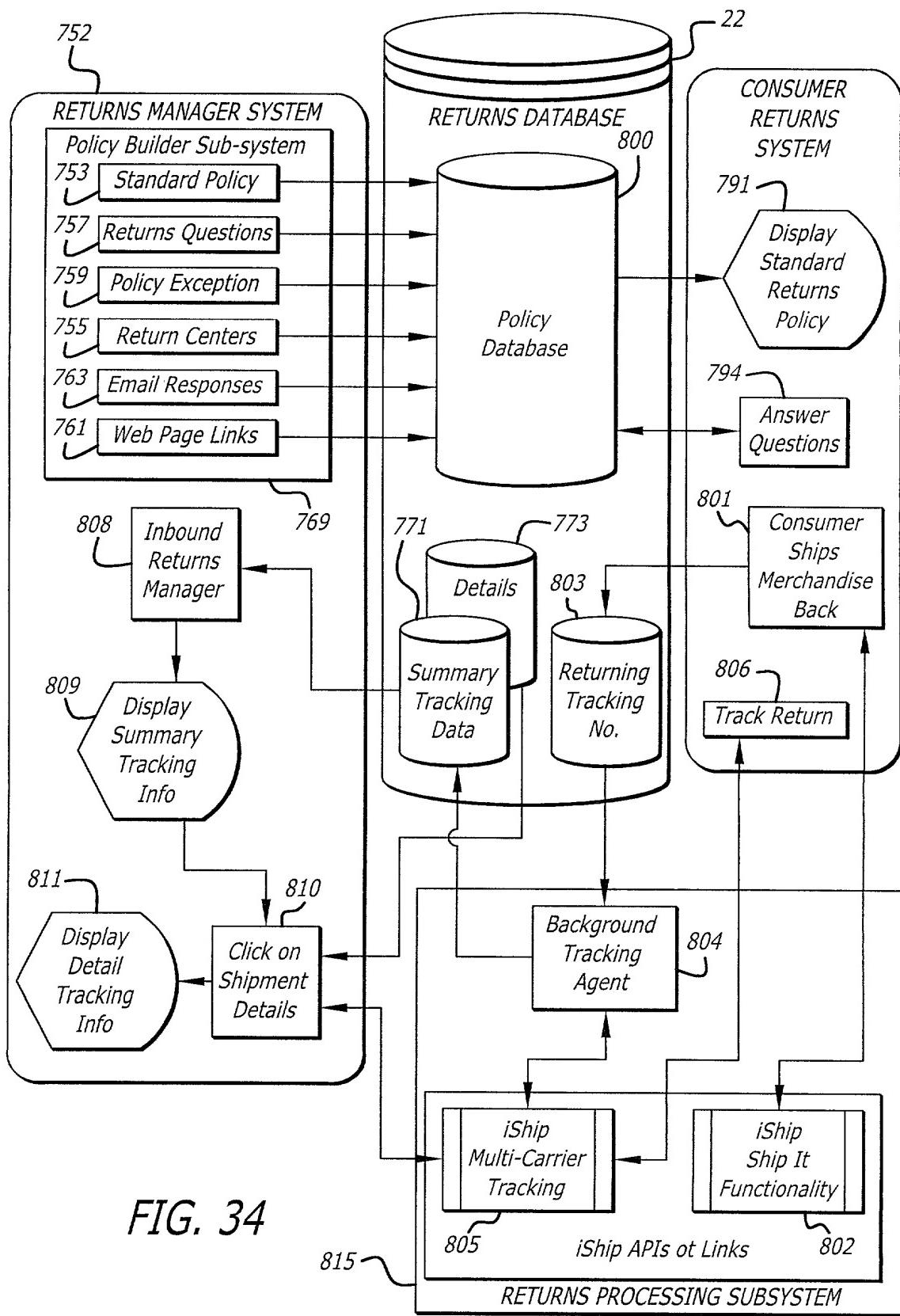
Return System Flow

FIG. 34

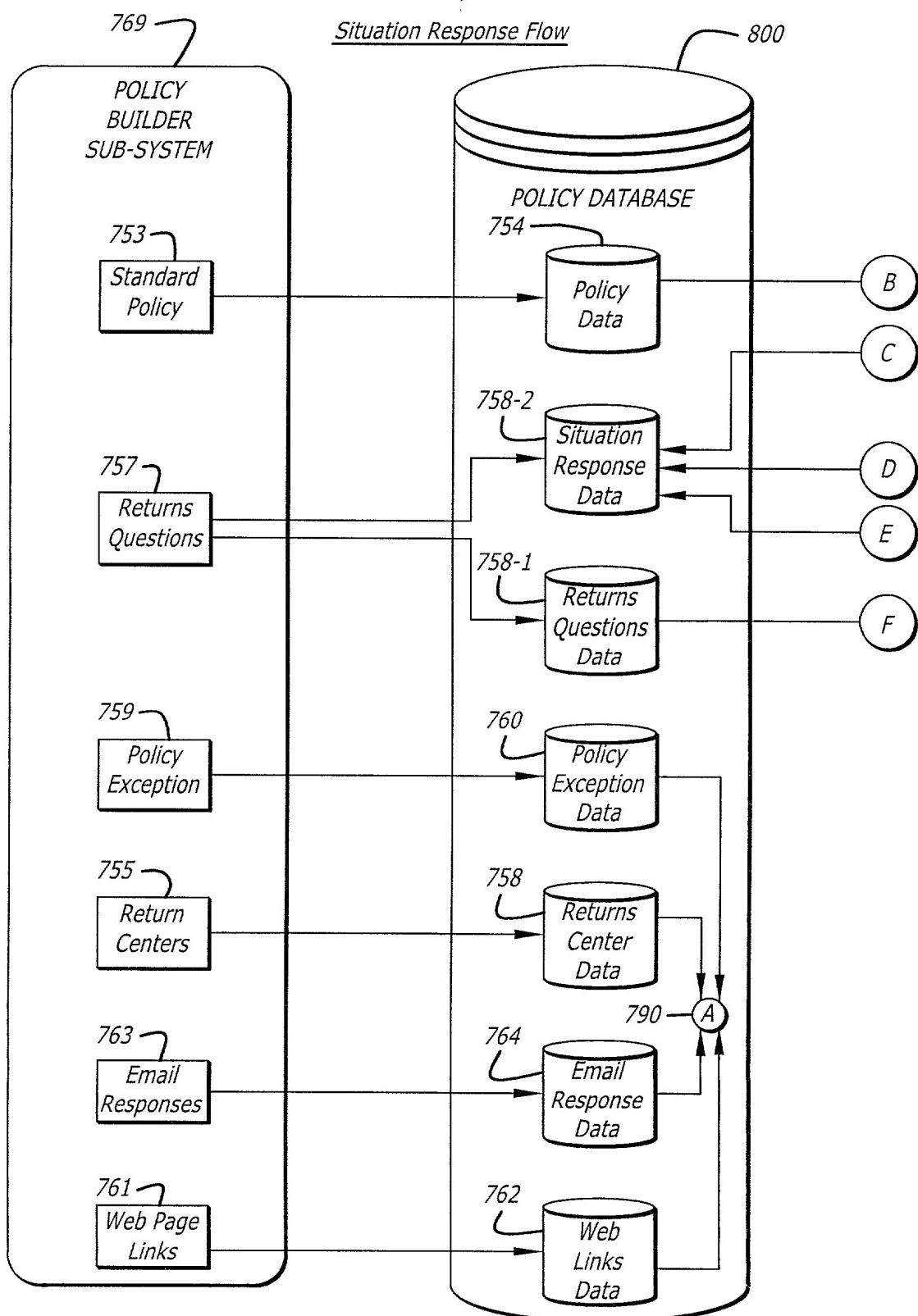


FIG. 35-1

Situation Response Flow

820

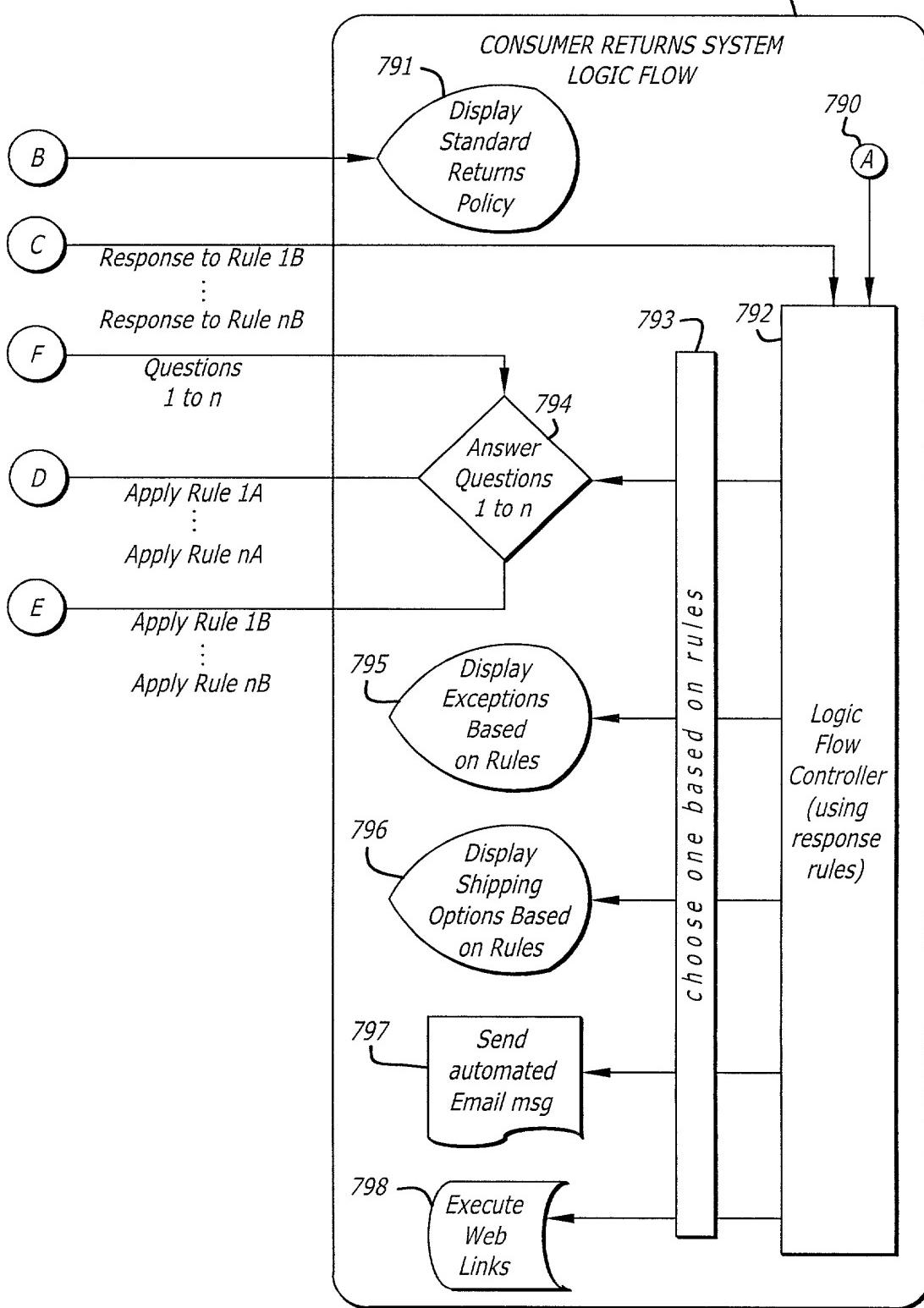


FIG. 35-2

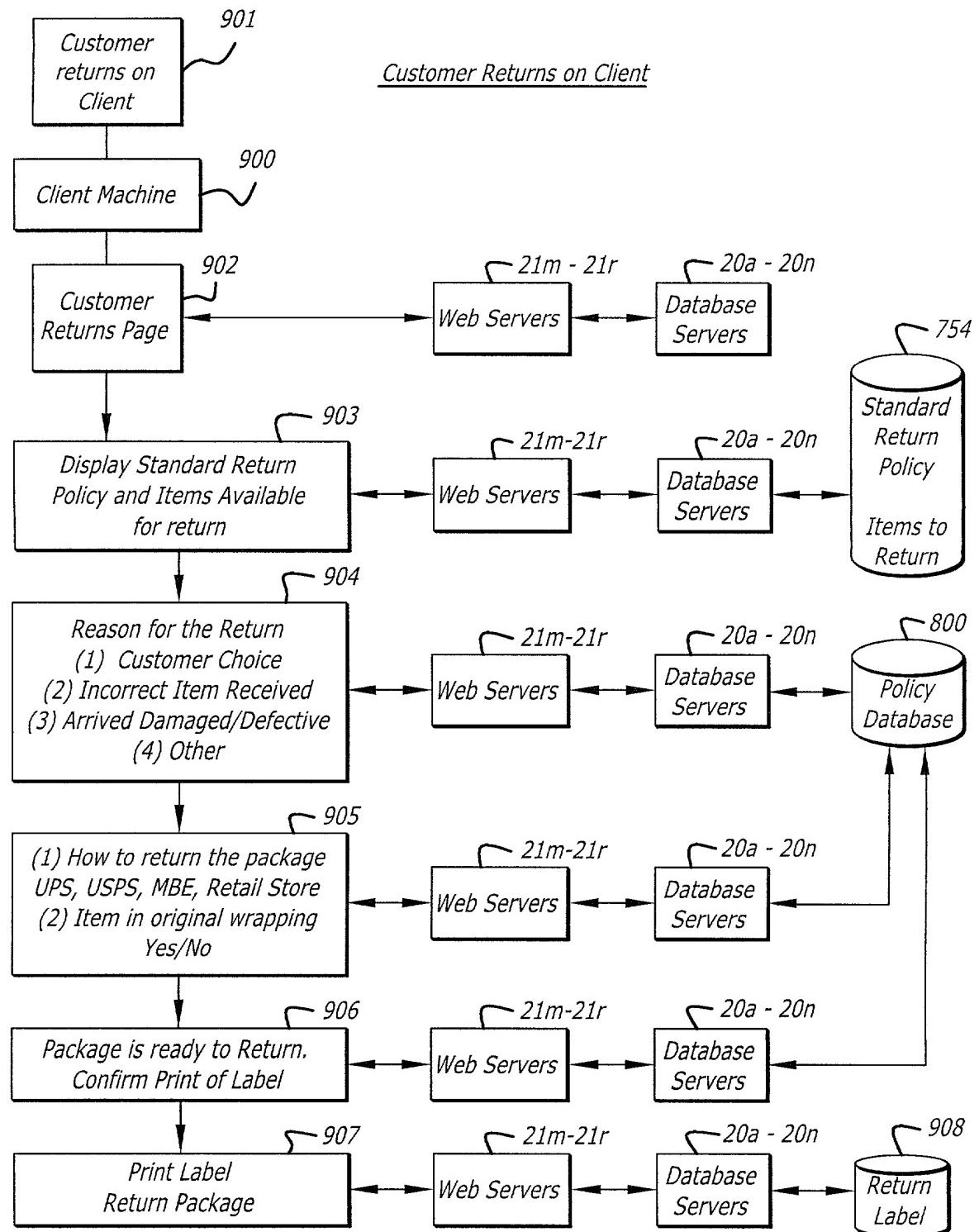


FIG. 36

**Merchant Logo**

**Merchant Main Menu Choices**

<b>Returns Service</b>	<a href="#">Return to Your Order History</a>
Order #: 002-0152586-5576810 — <b>4401-1</b> Date: July 19, 1999 at 09:58 AM PDT Status: All items shipped	
<b>Items to Return:</b> 4421-7 <input checked="" type="checkbox"/> 1 of <u>RCA WSP150 900MHz Wireless Speakers</u> [Electronics] By: RCA 1 shipped on Jul. 20, 1999 via UPS Ground Track your package with iShip.com	
Merchant <b>4405</b> SubMenu <b>4206</b> Selections <b>4427-1</b> <input type="checkbox"/> Customer Choice — <b>4216</b> <b>4427-2</b> <input type="checkbox"/> Incorrect Item Received — <b>4207</b> <b>4427-3</b> <input checked="" type="checkbox"/> Arrived Damaged/Defective — <b>4212</b> <b>4427-4</b> <input type="checkbox"/> Other (please specify below): — <b>4220</b> <div style="border: 1px solid black; padding: 5px; width: fit-content;">           Right speaker does not receive signal.         </div>	
Price: <b>4173</b> \$149.95 Item(s) Subtotal Before Tax: <b>4173</b> \$149.95 Refunded Tax. <b>4174</b> \$12.90 TOTAL: <b>4172</b> \$162.85	
<a href="#">Next Step &gt;&gt;</a>	
<a href="#">Return to Your Order History</a>	

[Top of Page](#)

FIG. 37

*Merchant Logo*

**Merchant Main Menu Choices**

<a href="#">Returns Service</a>		<a href="#">Return to Your Order History</a>
<b>Returning Your Package:</b>		Price:
4213-1 { We apologize for the problem with your order. To process your refund, make sure your item(s) are in the original packaging and prepared for safe shipment.		4173 ↗
4404-7 { 1 of: <u>RCA WSP150 900MHz Wireless Speakers</u> [Electronics] By: RCA Reason for return: Arrived Damaged or Defective Comments: Right speaker does not receive signal.		\$149.95
		4212 ↗ 4425 ↗
		TOTAL REFUND: \$162.85

**Merchant SubMenu Selections**

Through our partnership with iShip.com, you can print a return label directly from your computer or take your package to a Mail Boxes Etc. To print a shipping label, you must have a printer that prints 300 dpi or better

4430 ↗	How would you like to return the package? (Select One)		
4431 ↗	4187-1 ↗	4188-1 ↗	4190 ↗
UPS ↗	US Postal Service ↗	Mail Boxes Etc. ↗	4184 ↗ Retail Store ↗
4432 ↗ Is your item packaged in the original shipping box?			
4433 ↗	<input checked="" type="radio"/> YES ↗	<input type="radio"/> NO ↗	4434 ↗
4406 ↗	Next Step >>		
4422 ↗			

[Return to Your Order History](#)

[Top of Page](#)

FIG. 38

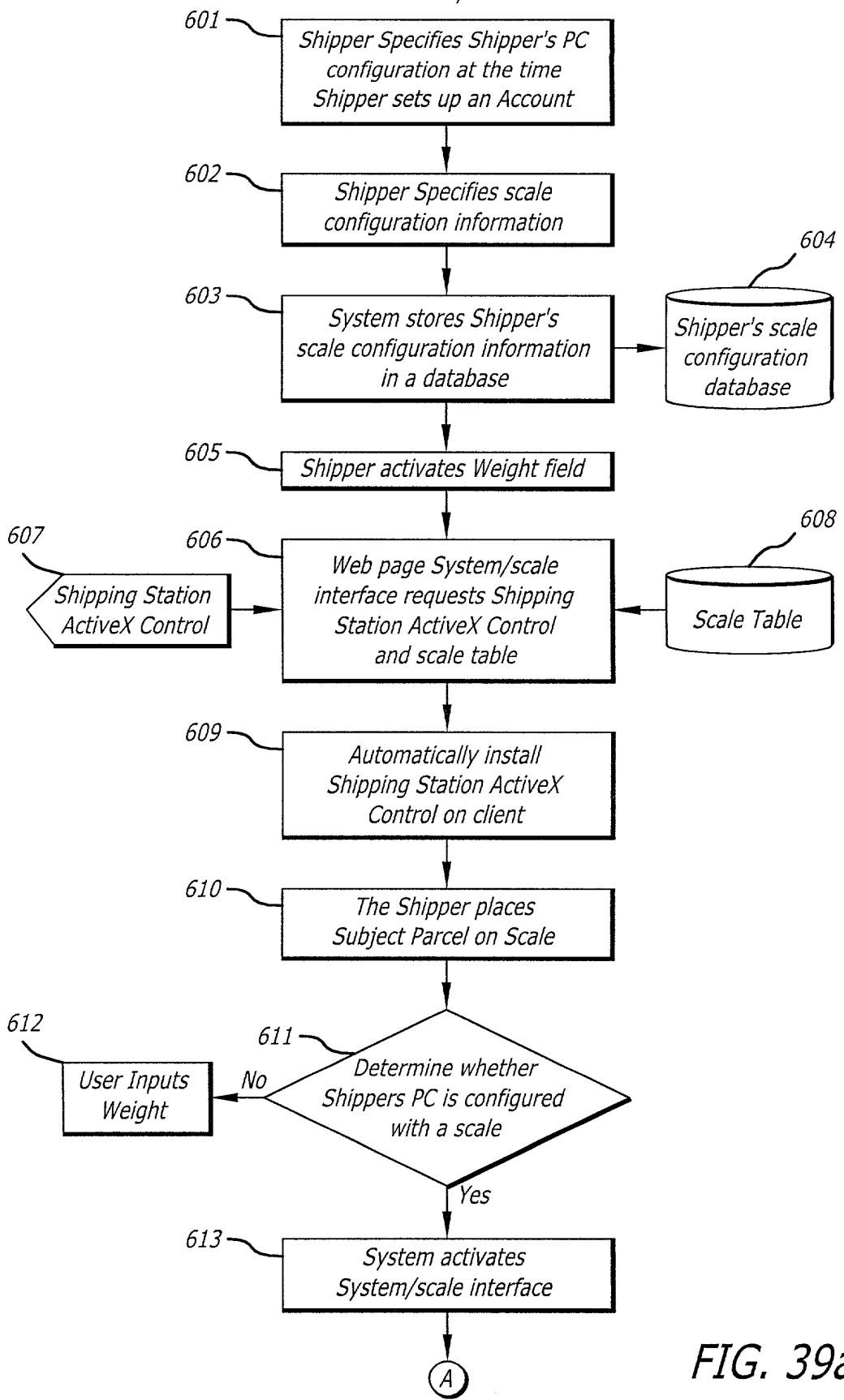


FIG. 39a

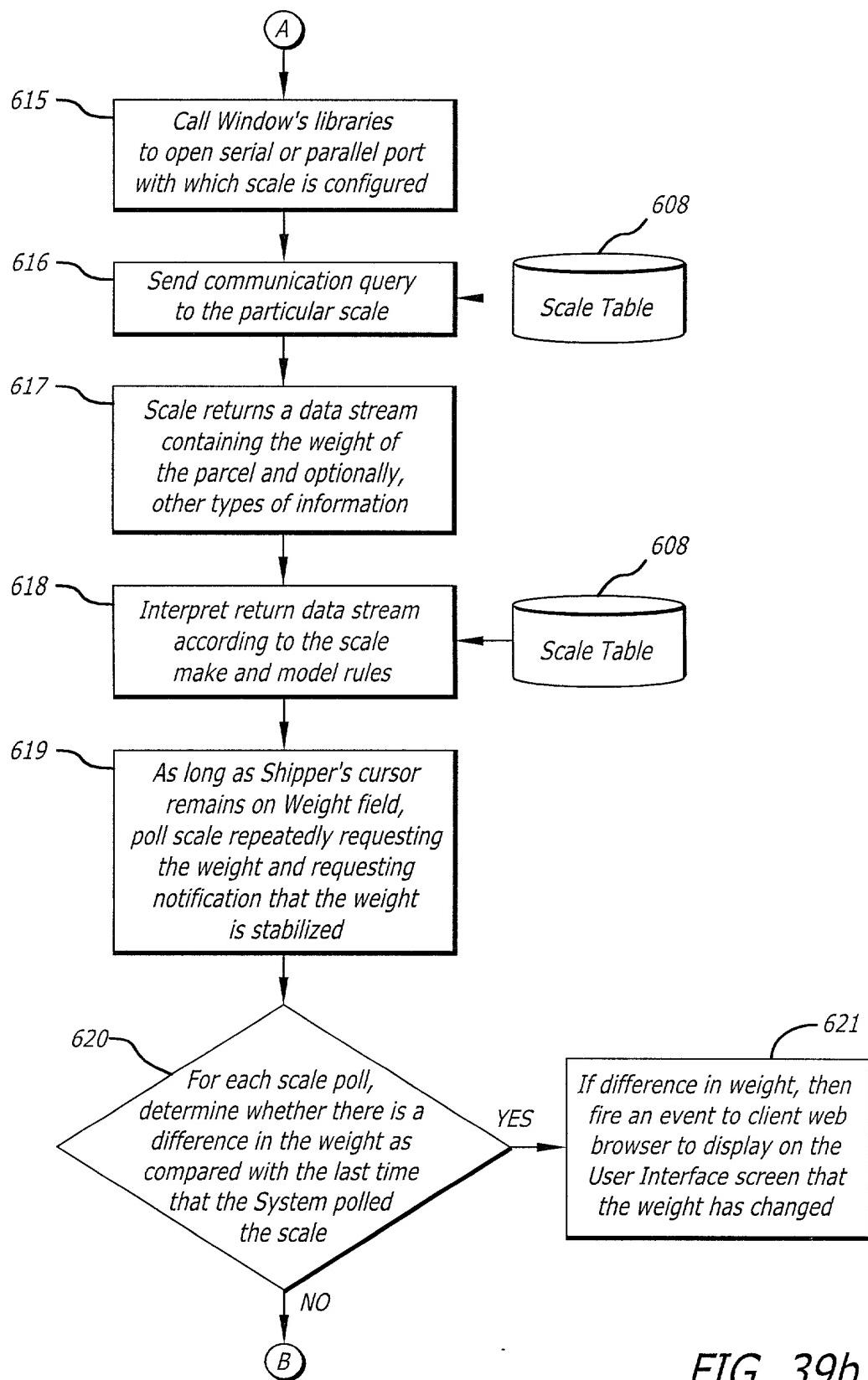


FIG. 39b

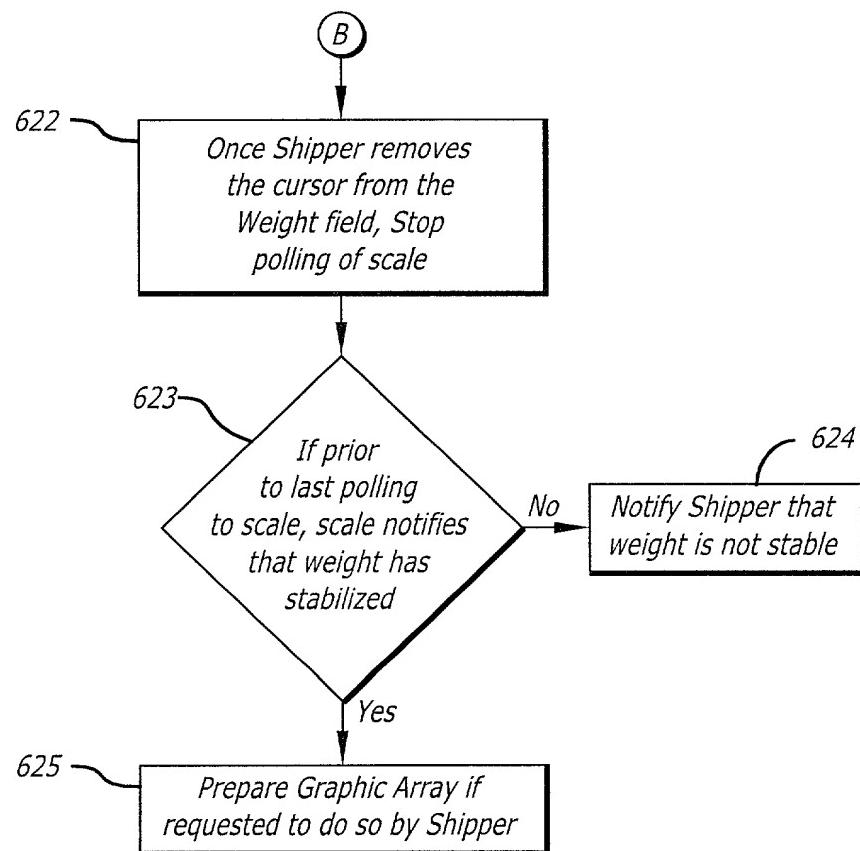


FIG. 39c

**REDACTED UNDER 37 C.F.R. § 1.217(d)(2)(ii)**

**iShip.com**

○3 | Shipping Options      [My iShip](#) [Price it](#) [Ship It](#) [Track It](#) [Sell It](#) [Help](#)

<p>Ship date: <input type="text" value="10/29/99 - Friday"/></p> <p>Delivery Options:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> <b>Delivery Deadline</b> <a href="#">[ Help ]</a> If your shipment has to be delivered on a certain date, select the date below and the rate grid will reflect only that day <input type="text" value="11/02/99 - Tuesday"/></li> <li><input type="checkbox"/> <b>Guaranteed Delivery</b> <a href="#">[ Help ]</a> When Guaranteed Delivery is selected, only services with guaranteed delivery options will be displayed on the rate grid.</li> <li><input type="checkbox"/> <b>Deliver Without Signature</b> <a href="#">[ Help ]</a> Checking this box authorizes FedEx to deliver your shipment without obtaining a signature.</li> <li><input type="checkbox"/> <b>Set Earliest Delivery Time</b> <a href="#">[ Help ]</a> This option can only be used with UPS Next Day Air Early AM Time must be before 12:00pm (noon) Use of this option will void the delivery guarantee <input type="text" value="9:30am"/></li> <li><input type="checkbox"/> <b>Documents Only</b> <a href="#">[ Help ]</a></li> <li><input type="checkbox"/> <b>Non-Dutiable</b></li> </ul> <p>Compare the rates of these carriers:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> <b>Airborne Express</b> <input checked="" type="checkbox"/> <b>FedEx</b></li> <li><input checked="" type="checkbox"/> <b>UPS</b> <input checked="" type="checkbox"/> <b>UNITED STATES POSTAL SERVICE</b></li> </ul> <p>NOTE: Your shipping charges will be based on carriers' basic rates. If you have an account with custom rates, your actual shipping charges will be different from those shown.</p> <p>My Drop Off/Pickup location is: <input type="text" value="My location by calling the carrier for pickup"/> <a href="#">Drop Off Locator</a> <a href="#">[ Help ]</a></p> <p>If your Drop-Off/Pickup location is different for each carrier, go to <a href="#">Advanced</a>.</p> <p>Show retail rates: <input checked="" type="radio"/> Yes <input type="radio"/> No <b>313-2</b></p> <p>Explanation about Retail Rates and what it means goes here. It will probably be two lines. <a href="#">[ Help ]</a></p>	<p>○ Price It</p> <ul style="list-style-type: none"> <li><a href="#">1 Shipment Info</a></li> <li><a href="#">2 Package Info</a></li> <li><a href="#">3 Shipping Options</a></li> <li><a href="#">4 Rates and Times</a></li> <li><a href="#">5 Ship Now</a></li> </ul> <p><a href="#">Log Off</a></p>
---	---

Having trouble?  
[Questions or comments](#)

**313-1**      **313-2**

[Show Rates](#) [Save](#) [Back](#) [Next](#) [Cancel](#)

FIG. 41

Rates & Times		Click on the price to select a delivery date, time and carrier.		1061	
1063-1		Date you expect to ship your package:		<input type="text" value="9/27/99 - Today"/> <input checked="" type="checkbox"/>	
1064-1	1071-1-1	TUE 28 SEP 99	WED 29 SEP 99	THU 30 SEP 99	<u>1063-4</u>
1064-2	8:00 AM	\$39.25	<u>1071-1-2</u>	<u>1063-2</u>	<u>1063-5</u>
1064-3	10:30 AM	\$16.25	<u>1148</u>	<u>1063-3</u>	<u>1063-6</u>
1064-3	1147a	14.25	<u>1147</u>		<u>1063-7</u>
1065a	12:00 PM	\$9.00	<u>1065b</u>		CARRIERS
1065	1:065	\$11.75	<u>1149</u>		<u>1140b</u>
1064	3:00 PM	Airborne Express - 12:00PM	<u>1069</u>		<u>1140</u>
1064-3-1		Express Overnight Service			<u>1141b</u>
1064-4	4:30 PM	\$14.00			<u>1141</u>
1064-4	5:00 PM	\$12.50			<u>1142b</u>
1064-5	5:00 PM	\$10.00	\$8.80	<u>1071-2-7</u>	<u>1142</u>
1064-5	5:00 PM	\$6.00		<u>1142a</u>	<u>1143b</u>
1064-6		\$7.50	<u>1071-6-2</u>	<u>1071-3-7</u>	<u>1143</u>
1064-6		\$3.20	<u>1071-6-3</u>	<u>1071-4-7</u>	
I'll ship the package from: <input type="checkbox"/> Will drop off at Retail Ship Center <input checked="" type="checkbox"/> Find Location <input type="checkbox"/> 1066 <input type="checkbox"/> 1067 <input type="checkbox"/> 1068					
<input type="checkbox"/> Back <input type="checkbox"/> Next>> <input type="checkbox"/> Reset <input type="checkbox"/> Cancel <input type="checkbox"/> Help <input type="checkbox"/> 1055 <input type="checkbox"/> 1054 <input type="checkbox"/> 1070 <input type="checkbox"/> 1057					
Compare Services					

FIG. 42

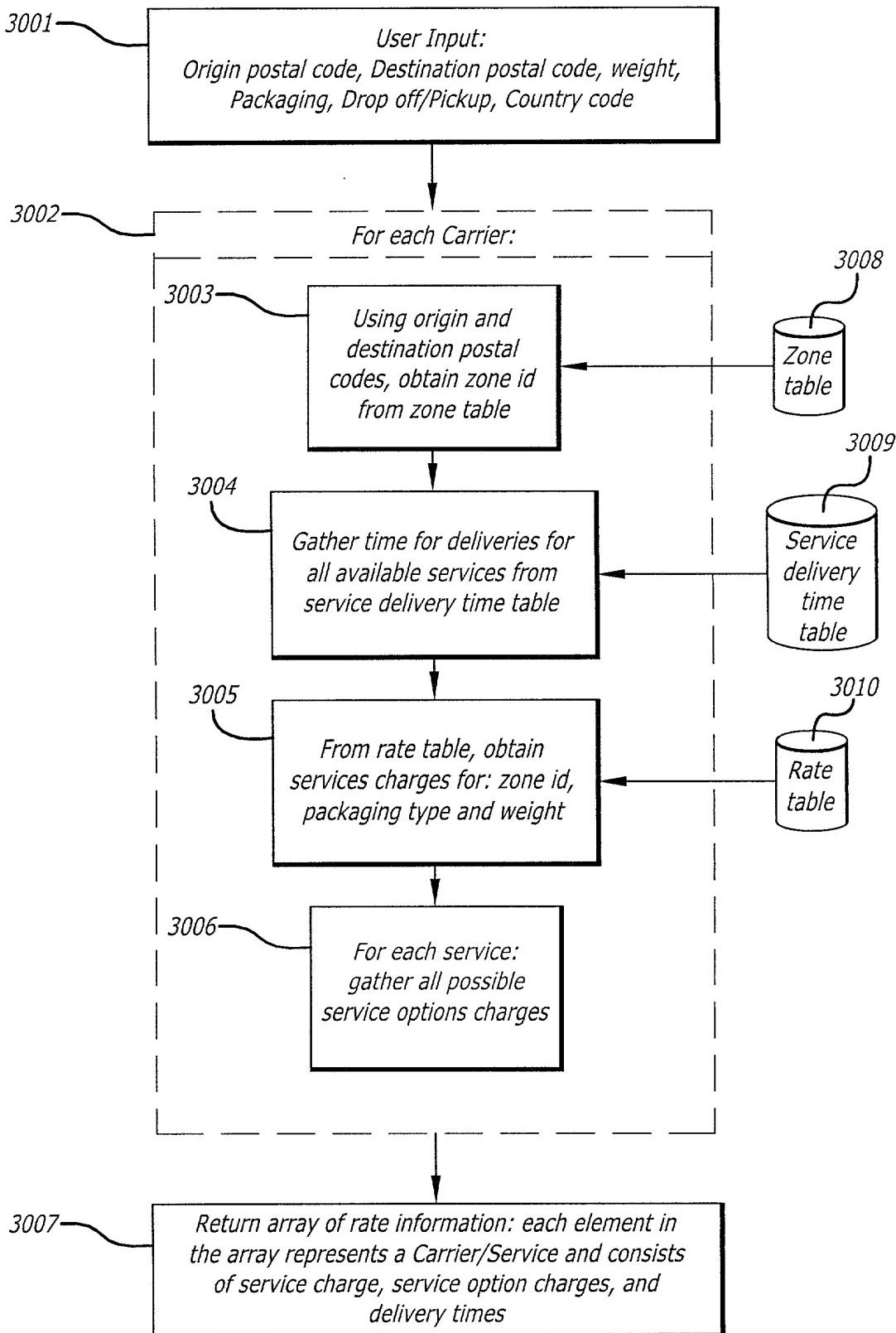


FIG. 43

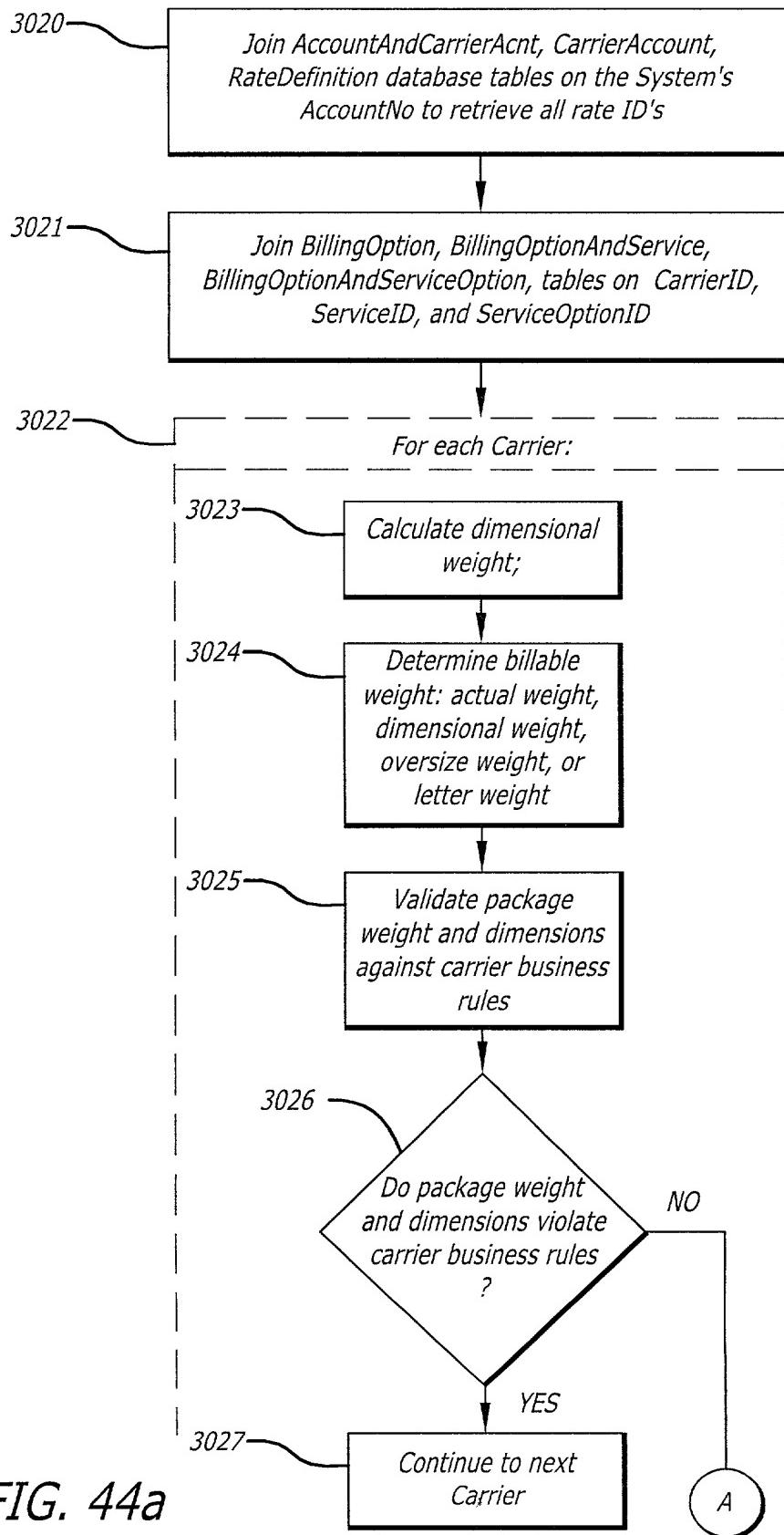


FIG. 44a

DATAFLOW DIAGRAM

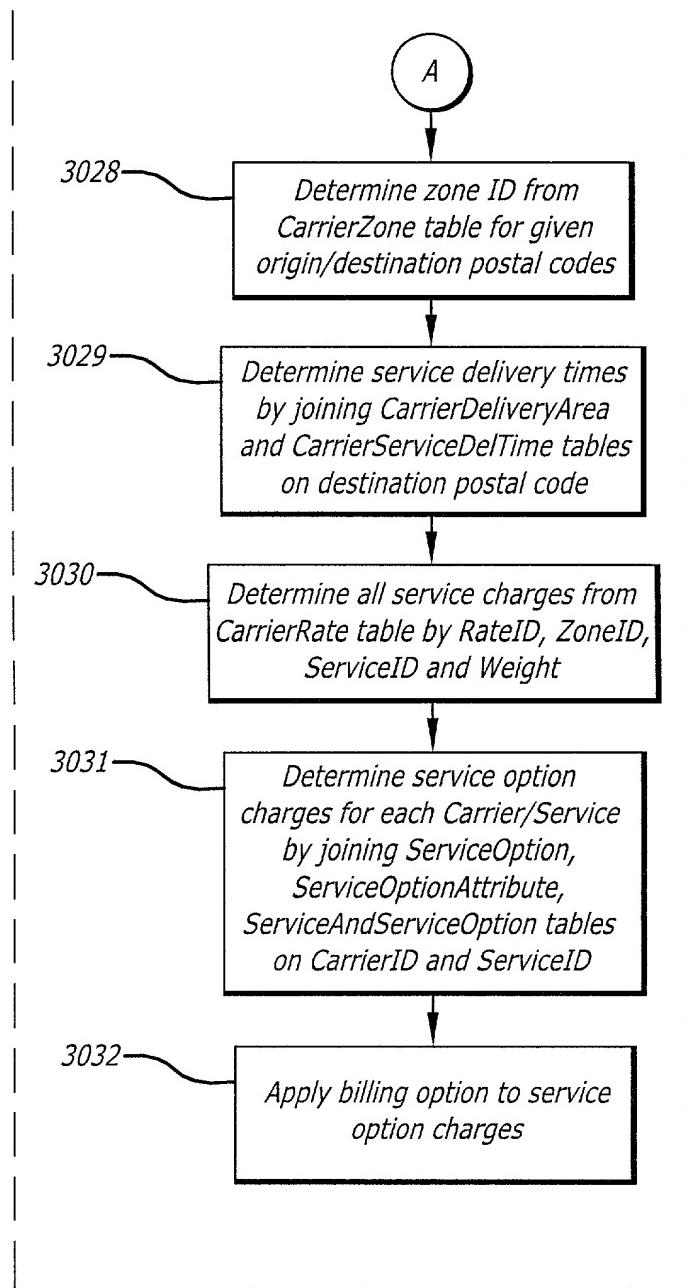


FIG. 44b

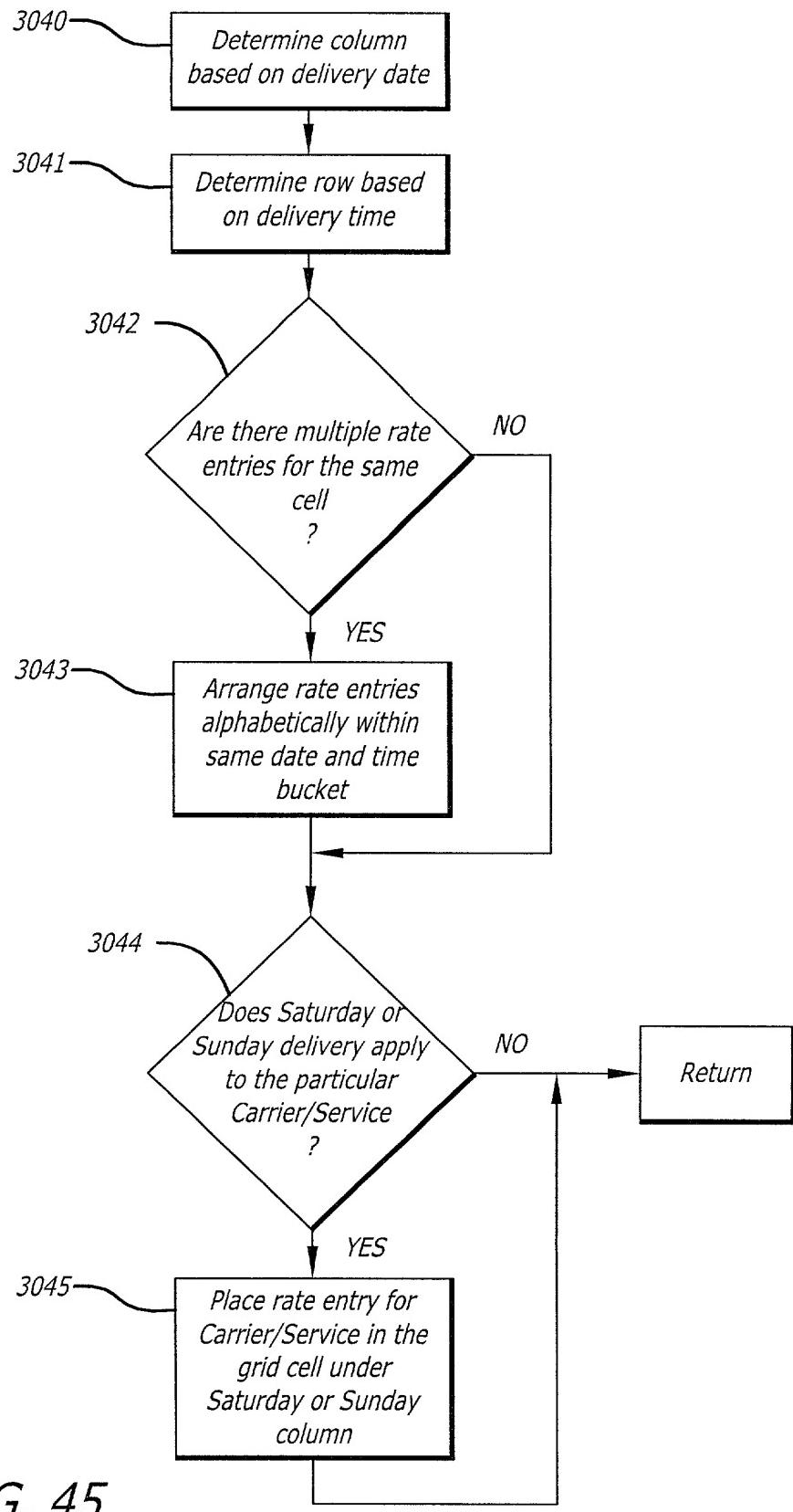


FIG. 45

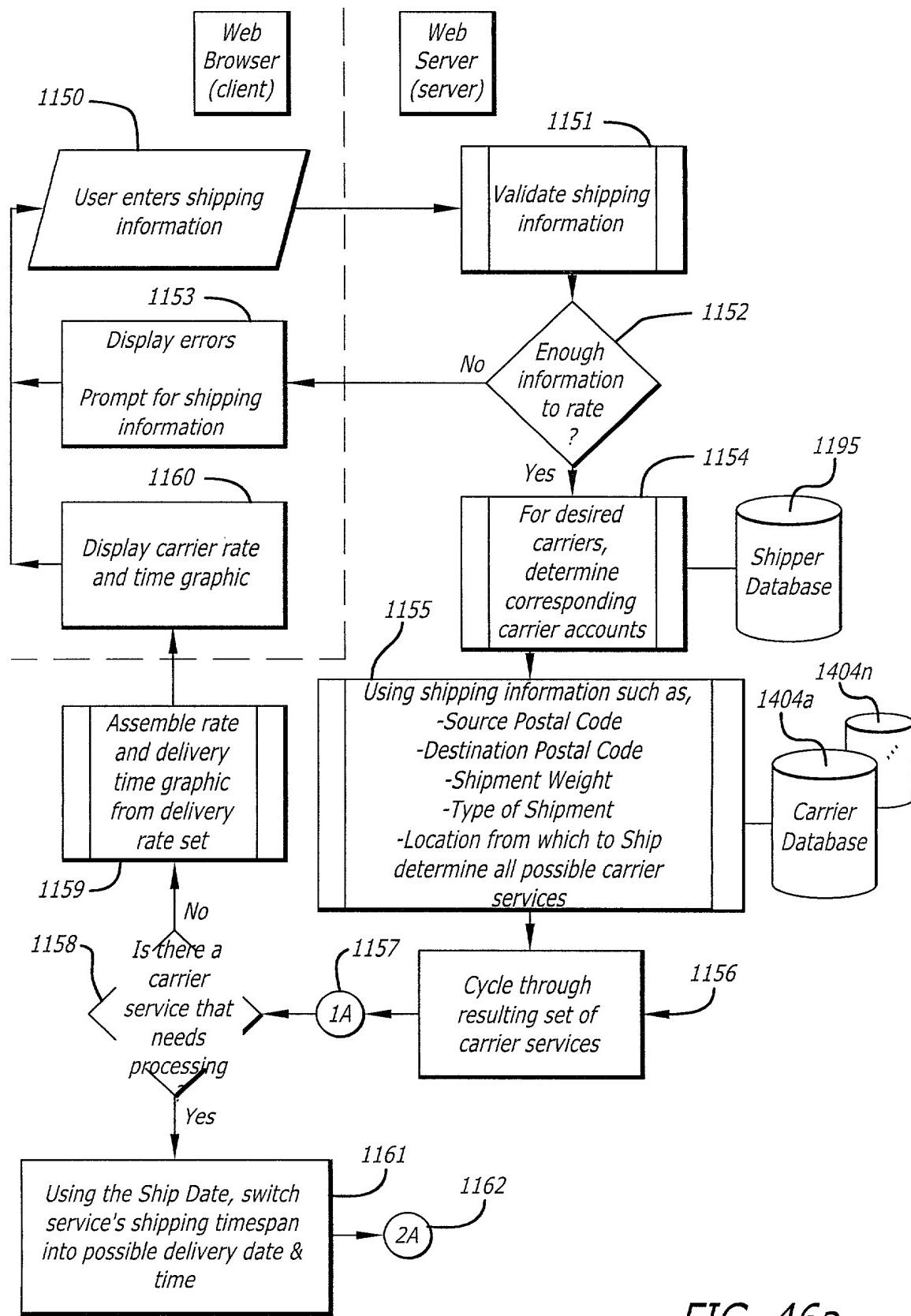
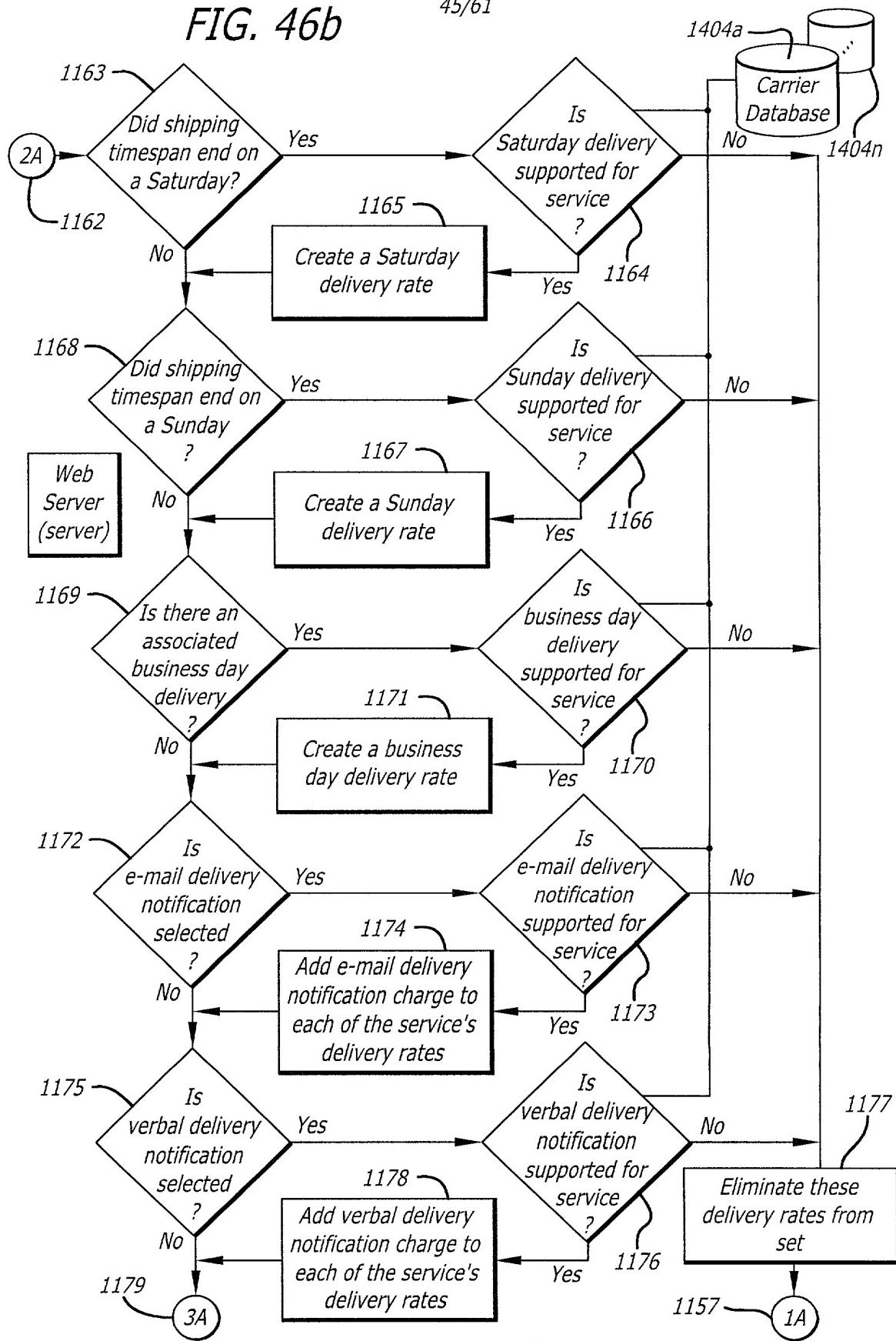


FIG. 46a

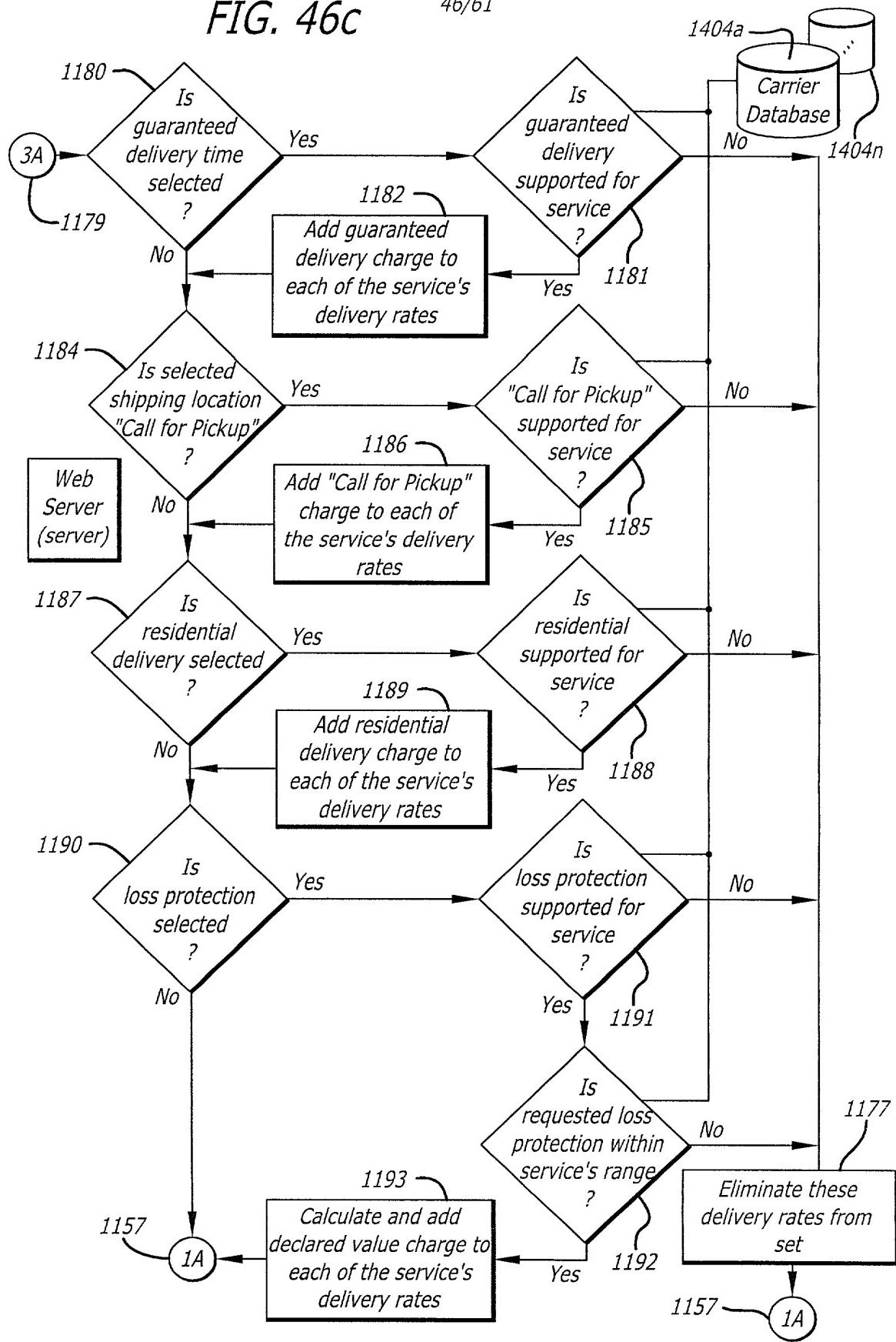
**FIG. 46b**

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**FIG. 46C**

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2025 RELEASE UNDER E.O. 14176

**REDACTED UNDER 37 C.F.R. § 1.217(d)(2)(ii)**

*FIG. 47*

**REDACTED UNDER 37 C.F.R. § 1.217(d)(2)(ii)**

ALL INFORMATION CONTAINED  
HEREIN IS UNCLASSIFIED

*FIG. 48*

**REDACTED UNDER 37 C.F.R. § 1.217(d)(2)(ii)**

*FIG. 49*

**REDACTED UNDER 37 C.F.R. § 1.217(d)(2)(ii)**

*FIG. 50*

REDACTED UNDER 37 C.F.R. § 1.217(d)(2)(ii)

**REDACTED UNDER 37 C.F.R. § 1.217(d)(2)(ii)**

*FIG. 51*

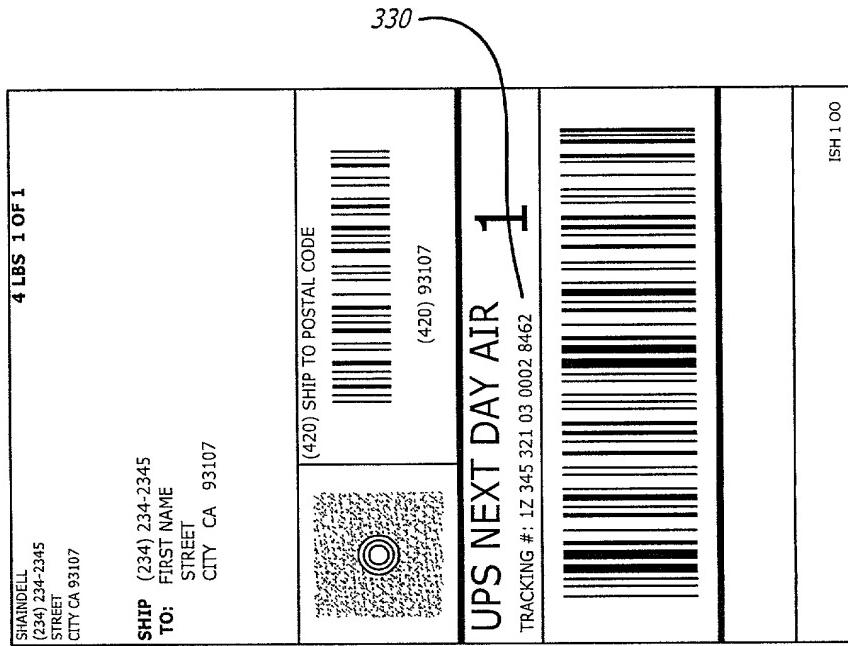
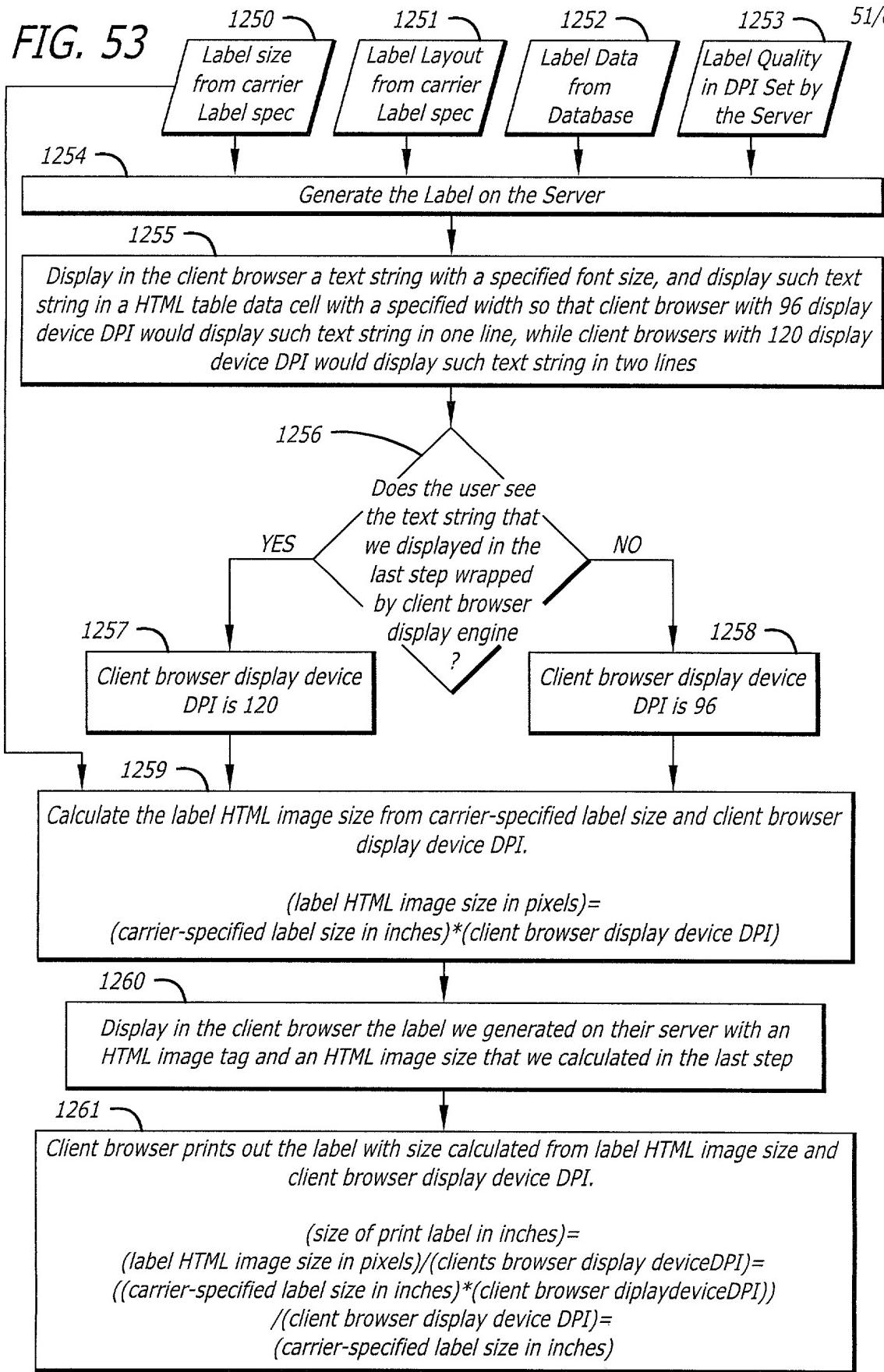


FIG. 52

FIG. 53



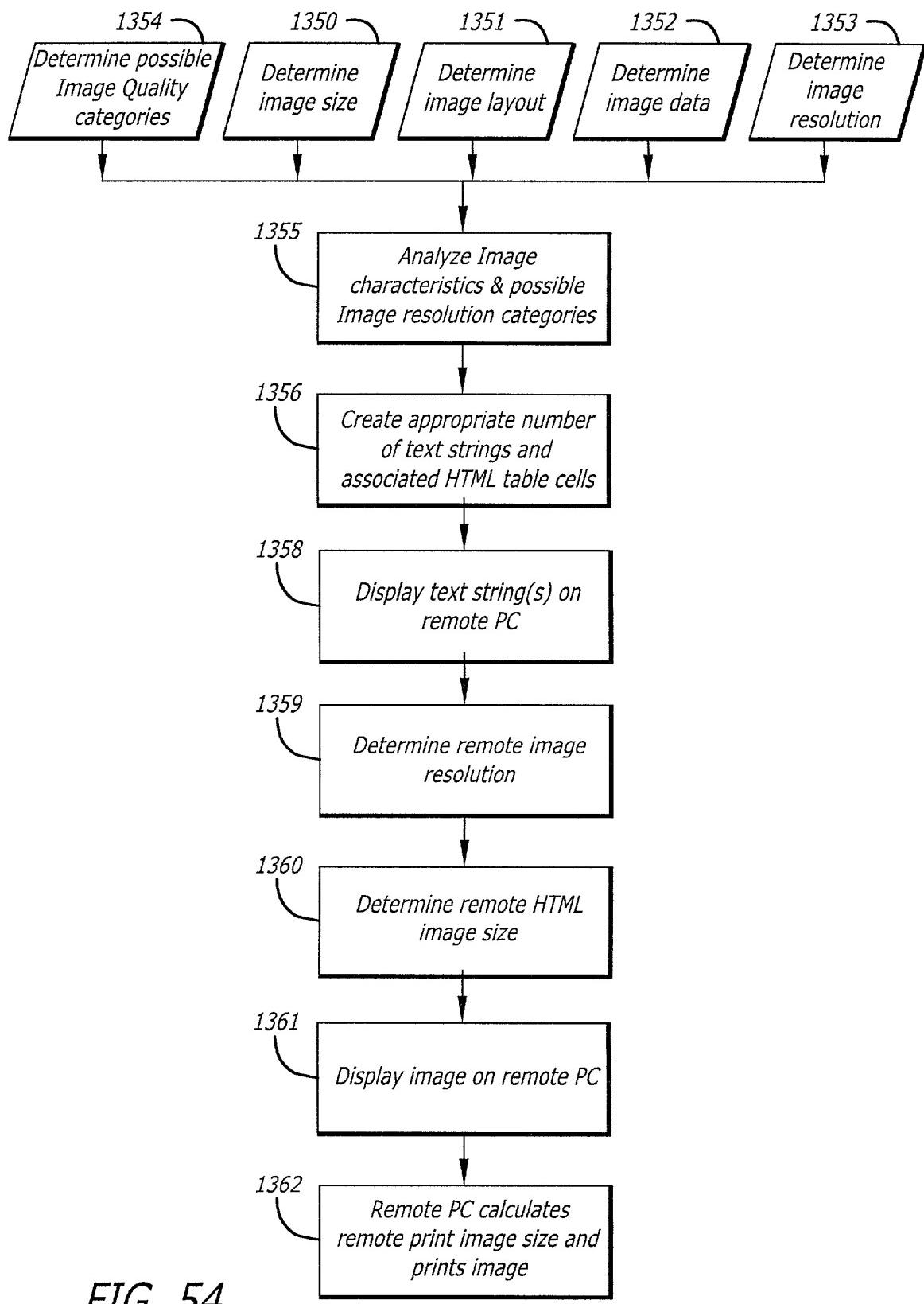


FIG. 54

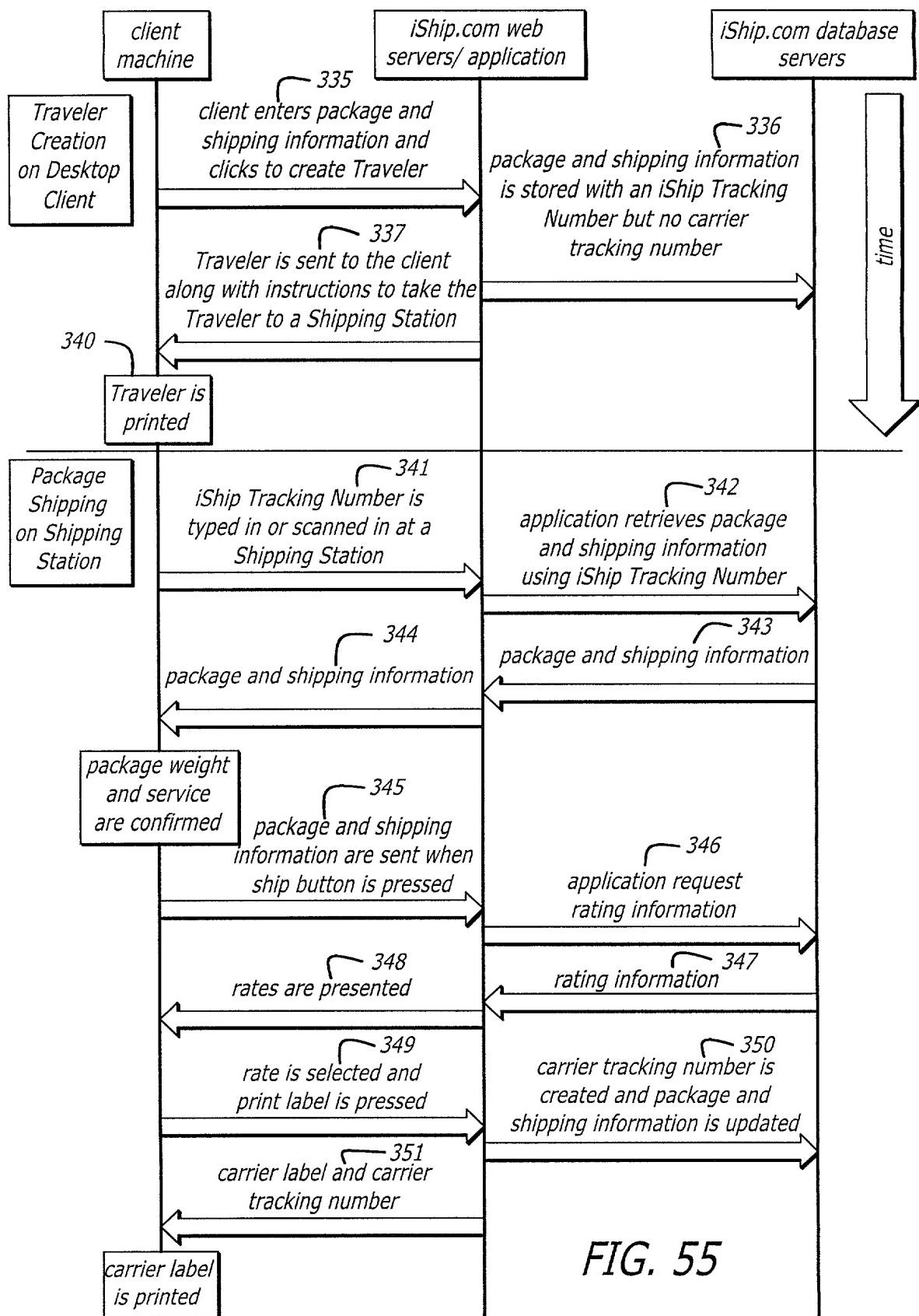


FIG. 55

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Your Package Traveler

This is not a shipping label. Take your package and this Traveler to an iShip.com supported shipping counter.

**Shipping Addresses**

<b>Return:</b> Lory Krett (425) 602-4848 iShip.com 3535 Factoria Blvd. SE Suite 500 Bellevue WA 98006	<b>Destination:</b> Diane Moon (509) 786-5555 Milne Fruit 800 Bennet Ave. Prosser WA 99350-8888
---	--

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**Package Info**

<b>Details:</b> 1 of 1 4 lbs Carrier Box	<b>Service:</b> UPS Ground <b>EPSO:</b> 12345472 <b>Price:</b> \$6.35
--	---

364

**iShip.com Tracking Number**

MATKP9GUZFXG3

362

360



[< Back] [x Cancel]

FIG. 56

**iShip.com**

370 { Your shipping request has been completed!  
Directions about what to do next goes here.

Your iShip Package No.:	M ANEYZN 89WBTF	Service:	UPS Ground
Your Shipment:	Shipment Computer, speakers, software, manuals 10' x 8' x 5' 4 lb 2oz	Options:	Loss Protection
Drop Off Location:	Jim Ship iShip.com 3535 Factoria Blvd SE Floor 5 Bellevue WA 98005 jims@iship.com (425) 602-4848	Destination:	Diane Moon Milne Pk 12320 101st Ave NE Suite 300 Ellensburg WA 98926 United States (509) 525-9720
Your Charges:	371 { Service Charge: \$ 6.30 Service options: \$.35 Total Cost: \$ 6.65	UPS Account:	1234 5678 9101 1213 iShip.com

372 { Having trouble?  
Questions or comments

① Previous Rates    ② Save    ③ Back    ④ Cancel

FIG. 57

**iShip.com**

380 { ① Track a shipment

Track your package in one easy step. Enter the package tracking number in the field below and then click Next. In moments you'll learn where your package is and, if it's been delivered, who signed for it		[ Help ]
Tracking Numbers:	#1 #2 #3 #4 #5	381a 381b 381c 381d 381e
Airborne EXPRESS FedEx UPS UNITED STATES POSTAL SERVICE YELLOW		Having trouble? Questions or comments

② Reset    ③ Submit    ④ Done

FIG. 58

**iShip.com**

2 Your Tracking Information		My iShip	Price It	Ship It	Track It	Sell It	Help
Tracking results: <b>391-1b</b> <b>391-1a</b> <b>391-2a</b> <b>391-2b</b> <b>391-5a</b> <b>391-5b</b>		Click on the iShip Tracking Number for more information. <a href="#">[ Help ]</a> Status as of 11/23/99, 11:22:30 AM Pacific Standard Time					<input type="radio"/> Track It 1 <a href="#">Tracking Number</a> 2 <a href="#">Tracking Results</a> <a href="#">Shipping History</a> <a href="#">Log Off</a>  <a href="#">Having trouble?</a> <a href="#">Questions or comments</a>
		Status	iShip.com Tracking No	Destination	Service	Ship Date	
		( <input checked="" type="radio"/> )	MANEY2N89WBT	Prosser WA	UPS Next Day Air	02/18/00	02/21/00
		( <input checked="" type="radio"/> )	M.BOEYUN90WBT	Ellensburg WA	UPS Ground	02/18/00	
		( <input checked="" type="radio"/> )	MCPEYYN91WBT	Santa Monica CA	UPS Ground	02/18/00	
		( <input checked="" type="radio"/> )	M.DQEYYN92WBT	Portland OR	UPS Ground	02/18/00	
		( <input checked="" type="radio"/> )	M.EREYYN93WBT	Spokane WA	UPS Ground	02/18/00	
		Status Icons: <input checked="" type="radio"/> Shipped <input checked="" type="radio"/> In Transit <input checked="" type="radio"/> Delivered <input checked="" type="radio"/> Exception <input checked="" type="radio"/> Unable to track					
		<b>392-1</b>	<b>392-2</b>	<b>392-3</b>	<b>392-4</b>	<b>390</b>	
		<a href="#">[ Back ]</a> <a href="#">[ Done ]</a>					

FIG. 59

**iShip.com**

2 Your Tracking Information		My iShip	Price It	Ship It	Track It	Sell It	Help
Tracking results: <b>391-5a</b> <b>391-5b</b>		Click on the iShip Tracking Number for more information. <a href="#">[ Help ]</a> Status as of 11/23/99, 11:22:30 AM Pacific Standard Time					<input type="radio"/> Track It 1 <a href="#">Tracking Number</a> 2 <a href="#">Tracking Results</a> <a href="#">Shipping History</a> <a href="#">Log Off</a>  <a href="#">Having trouble?</a> <a href="#">Questions or comments</a>
		Status	iShip.com Tracking No	Destination	Service	Ship Date	
		( <input checked="" type="radio"/> )	MANEY2N89WBT	Prosser WA	UPS Next Day Air	02/18/00	02/21/00
		( <input checked="" type="radio"/> )	M.BOEYUN90WBT	Ellensburg WA	UPS Ground	02/18/00	
		( <input checked="" type="radio"/> )	MCPEYYN91WBT	Santa Monica CA	UPS Ground	02/18/00	
		( <input checked="" type="radio"/> )	M.DQEYYN92WBT	Portland OR	UPS Ground	02/18/00	
		( <input checked="" type="radio"/> )	M.EREYYN93WBT	Spokane WA	UPS Ground	02/18/00	
		Status Icons: <input checked="" type="radio"/> Shipped <input checked="" type="radio"/> In Transit <input checked="" type="radio"/> Delivered <input checked="" type="radio"/> Exception <input checked="" type="radio"/> Unable to track					
		<b>391-5a</b>	<b>391-5b</b>	<b>391-5c</b>			
		<a href="#">[ Back ]</a> <a href="#">[ Done ]</a>					

FIG. 60

**iShip.com**

My iShip | Price it | Ship it | Track It | Sell it | Help

**2 Your Tracking Information - Unable to Track**

We were unable to track your package.  
11W3345001Z234 430

Please make sure the tracking number is correct, select a carrier from the list below, and click on Submit.

Tracking number:	11W3345001Z234	431
Carrier:	(Select One)	432-2
Ship date (+/- 4days):	98006 (mm/dd/yyyy)	433

Airborne EXPRESS FedEx UPS UNITED STATES POSTAL SERVICE YELLOW

Having trouble?  
Questions or comments

Back Submit Reset Done

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**FIG. 61**

**iShip.com**

My iShip | Price it | Ship it | Track It | Sell it | Help

**2 Your Tracking Information**

Status as of Tuesday, November 23, 1999 11:22:30 AM Pacific Standard Time

**395** {

Status:	IN TRANSIT	[Help]
Carrier:	UPS	
Service:	GROUND	
iShip Number:	M ANEYZH 89WBTF	
Tracking:	1Z3374WE0100023174	
Ship Date:	Monday, November 22, 1999	
Destination:	PROSSER, WA US	
Expected Delivery Date:	Tuesday, November 23, 1999	
Expected Delivery Time:	12:00:00 PM	
Last Scan:	11/23/99 10:38:00 AM LOCATION SCAN KENNEWICK, WA US	

396 { Show me more details on this package  
Add this tracking number to my Inbound Package log

397 { Send the URL of this tracking info to e-mail recipients and/or request e-mail notification of delivery. Simply fill out names and corresponding e-mail addresses below, check the appropriate box and then click Submit.

**398** {

Name:	E-mail address:
#1 John Jadwin	john025@this_email.com
#2 Sarah Lewis	sarah01@email.com
#3	

399-1a { 399-1b {

399-2a { 399-2b {

400 {

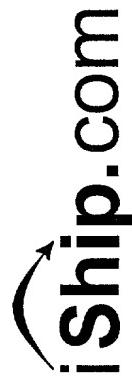
401 {  Send notification when the package has been delivered

402 {  Send the URL of this tracking info

Having trouble?  
Questions or comments

Back Submit Track Another Reset Done

**FIG. 62**



*FIG. 63*

Shipping History		406	407	My iShip	Price it	Ship it	Track It	Sell it	Help
PENDING	OUTBOUND	INBOUND	409	410	411	<Previous 15	412	413	Track It
408	415	416	417	418	419	[1-15]	Next 15>	413	1 Tracking Number
425	426	427	428	429	430	429	430	420	2 Tracking Results
Status:	All	SHIP TO:	PKGS	iSHIP TRACKING #	CARRIER/SERVICE	SHIP DATE	DELV. DATE		Log Off
<input checked="" type="checkbox"/> IN TRANSIT	Diane Moon	424	1	MATKP9G GDE73R	UPS Ground	422	421	11/22/99	414 --
<input type="checkbox"/> IN TRANSIT	Tanya Wagner	426	1	MATKP9G MZVTCS	UPS Ground	422	421	11/22/99	414 --
<input type="checkbox"/> IN TRANSIT	Adam Krett	1		MATKP9G UDQ31C	UPS Ground	11/22/99	--		
<input type="checkbox"/> IN TRANSIT	John Smith	2	►	MATKP9G 7NV7W9	UPS Ground	11/22/99	--		
<input checked="" type="checkbox"/> DELIVERED	Jacob Lewis	1		MATKP9G 7JBZA7	Airborne Second Day	10/19/99	10/21/99		
<input type="checkbox"/> DELIVERED	Carol Doyle	3	►	MATKP9G MJBZA5	FedEx 2Day	10/11/99	10/13/99		
<input type="checkbox"/> DELIVERED	Tanya Wagner	1		MATKP9G UBX31Z	UPS Next Day Air	10/12/99	10/13/99		
<input type="checkbox"/> DELIVERED	ACME Co.	1		MATKP9G GEE93Q	Airborne Next Afternoon	10/15/99	10/16/99		
<input checked="" type="checkbox"/> DELIVERED	Diane Moon	1		MATKP9G 4BP31M	UPS Ground	09/24/99	09/26/99		
<input type="checkbox"/> DELIVERED	Diane Moon	1		MATKP9G 7MQ3Q8	UPS Ground	09/22/99	09/24/99		
<input type="checkbox"/> DELIVERED	Candace Moon	1		MATKP9G MRV1Q	FedEx Standard Overnight	09/20/99	09/21/99		
<input type="checkbox"/> DELIVERED	Jim Ship	2	►	MATKP9G UZQ319	UPS Ground	09/14/99	09/15/99		
<input type="checkbox"/> DELIVERED	Tanya Wagner	1		MATKP9G 7BQ31M	UPS Ground	09/12/99	09/14/99		
<input type="checkbox"/> DELIVERED	Adam Krett	1		MATKP9G MXQT8S	UPS Ground	08/02/99	08/04/99		
<input type="checkbox"/> DELIVERED	Adam Krett	1		MATKP9G GDV50R	UPS Ground	07/09/99	07/11/99		
<input type="checkbox"/> Delete <input type="checkbox"/> Track It <input type="checkbox"/> ? More <input checked="" type="checkbox"/> Cancel									
Having trouble?    Questions or comments									

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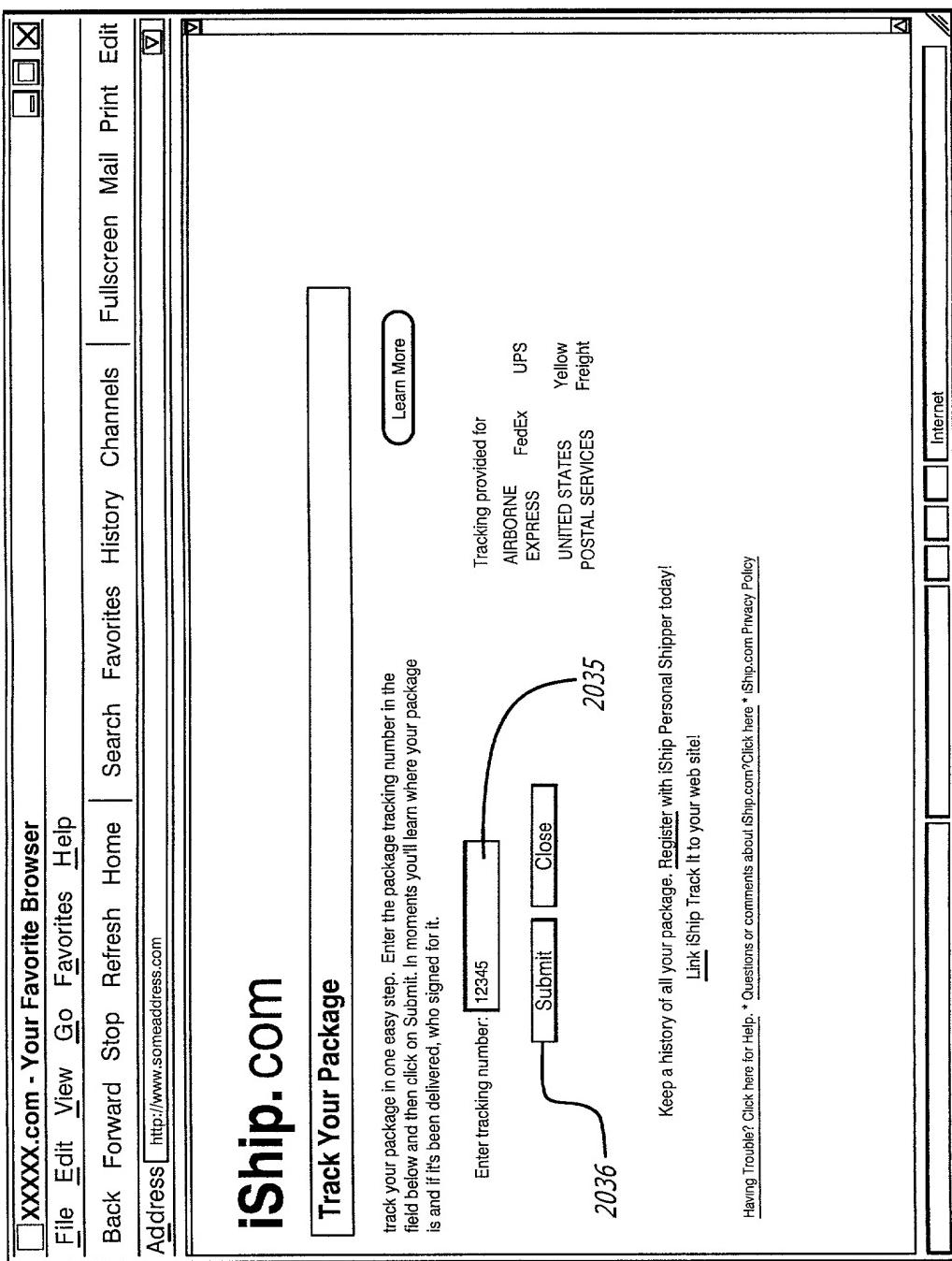
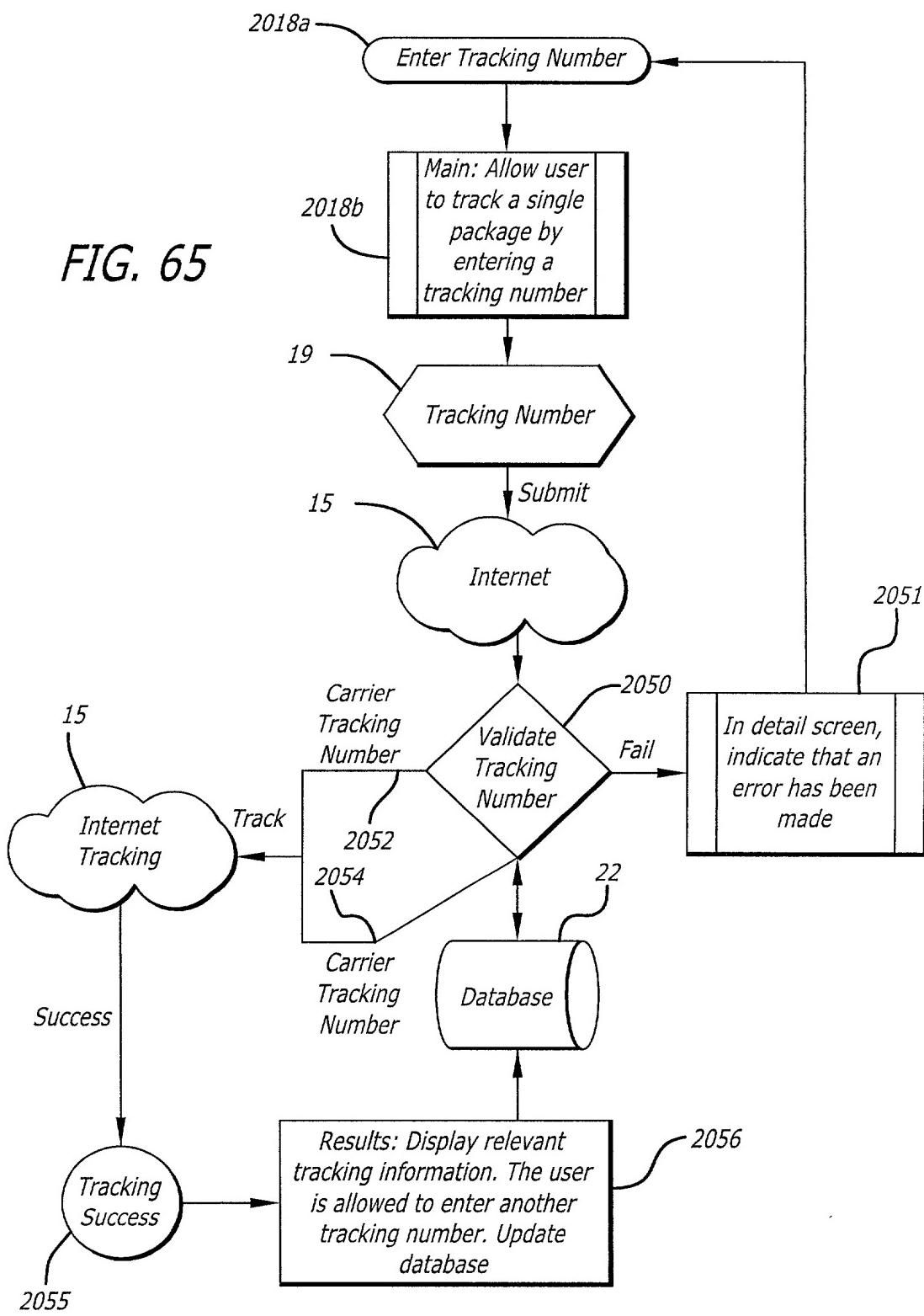


FIG. 64



```

<iship.com.request xmlns="x-schema:http://iship.com/api/schema/trackrequest.xmi"
transactionid="3855BD2185E111d3984400A0C9D6C226">
    <header mode="interactive">
        <version major="0" minor="1"/>
        <batch id="AE5E54F08E2311d3984900A0C9D6C226"
url="http://shasta/api/track/trackresponse.asp" email="bob@iship.com"/>
    </header>
    <signon sessionid="" userid="test" password="77777777"/>
    <trackit>
        <package sequencenumber="1">
            <trackingnumber carrier="ups">
                1Z1812530202075466
            </trackingnumber>
        </package>
    </trackit>
    <logoff/>
</iship.com.request>

```

*FIG. 66*

2025 RELEASE UNDER E.O. 14176

```

<iship.com.response transactionid="3855BD2185E111d3984400A0C9D6C226">
    <status ishiprcode="0" signonrcode="0" trackitrcode="0" parsercode="0"
systemrcode="0"/>
    <trackit>
        <package sequencenumber="1" packagercode="0">
            <deliveredto></deliveredto>
            <deliverylocation>LEFT AT 3S</deliverylocation>
            <signedby>HOWARD</signedby>
            <lastscan>9/1/99 1:50:00 PM DELIVERY </lastscan>
            <status>Delivered</status>
            <deliverytime>9/1/99 1:50:00 PM</deliverytime>
            <carrier>UPS</carrier>
            <service>2ND DAY AIR</service>
            <shipdate>8/28/99 </shipdate>
            <trackingnumber>1Z1812530202075466</trackingnumber>
            <scanlocation>FORT HAMILTON, NY US</scanlocation>
            <weight>400</weight>
        </package>
    </trackit>
</iship.com.response>

```

*FIG. 67*